Results QuickBooks Integration (QBI)
User Manual

Table of Contents

Introduction and Overview **2**

Accessing QBI: **4**

Before You Get Started **5**

Running QBI for the First Time **6**

QBI Configuration Option Screen: Contact Synch Tab *6*

1. Link QuickBooks Data to Results: 8
2. Maintain Contact and Associate Types for Exporting 10
3. Set Up the Customer, Vendor and Employee Import 10

QBI Configuration Options Screen: Products Sync. Tab *13*

4. Products Export 13
5. Match each Results Product Line to a QuickBooks Product Type 14
6. Products (QB Items) Import 14
7. Synchronizing Quantity On Hand 14
8. Price Level Import 15
9. Match the Tax Information for Invoice Export 15

QBI Configuration Options Screen: Invoices & Payments Sync. Tab *16*

10. Invoice Export 16
11. Invoice Import 17
12. Payments Import 17
13. Payments Export 17
14. Sales Rep Matching for Invoice Import/Export 17
15. Terms Matching for Invoice Import/Export 18

QBI Configuration Options Screen: Timesheet Sync. / Misc. Tab *19*

16. Timesheet Defaults 19
17. Timesheet Record Selection and Processing Defaults 20
18. Sales and Purchase Orders, Estimates / Quotes 21
19. Contacts & Associates Notes Options 22
20. Misc. Overall Processing Options 22

Start Synchronization on the Results QBI Screen **23**

21. Import Customers & Jobs 23
22. Importing Vendors and Employees 26
23. Importing Products (Inventory) 26
24. Importing Estimates 27
25. Importing Sales Orders 29
26. Importing Invoices and Sales Receipts 30
27. Importing Payments and Credit Memos 31

28. Importing Purchase Orders 33
29. Importing All Quantities on Hand 33
30. Exporting Customers, Associates, Projects, Vendors and Employees 34
31. Exporting Products and Items 36
32. Exporting Timesheets 38
33. Exporting Quotes/Estimates 41
34. Exporting Sales Orders 43
35. Exporting Invoices and Credit Memos 44
36. Exporting Payments & Credits 47

Maintaining QBI Synchronization 50

Option 1: Global Import 50

Option 2: Global Export 50

Option 3: Global Synchronization 50

How to Compare Results and QuickBooks Data 51

Running QuickBooks Synchronization in Unattended Mode 52

Additional QBI Information 54

How to Import Tracking Numbers from QB into Results 54

How to Handle Duplicate Accounts or Contacts 54

Additional Information & Support 55

APPENDIX – Field Mapping for Results and QuickBooks Synchronization 56

QuickBooks Customers & Results Contacts Synchronization 56

QuickBooks Vendors & Results Contacts Synchronization 58

QuickBooks Employee & Results Contacts Synchronization 60

QuickBooks Customer Jobs & Results Projects / Sales Opportunities Sync. 62

Items / Products Synchronization 63

QuickBooks Estimates Import to Results Quotes 64

QuickBooks Estimates Line Items Import to Results Quotes Line Items 65

Sales Orders Synchronization 66

Sales Orders Line Items Details Synchronization 67

Invoices Synchronization 68

Invoice Line Item Details Synchronization 69

Payments & Credit Memo Synchronization 70

QuickBooks Purchase Orders Import 71

Purchase Orders Line Items Details Import *72*

Results Timesheet Export *73*

Class Code Synchronization *74*

Introduction and Overview

The Results QuickBooks Integration (QBI) module bi-directionally synchronizes Customers, Vendors, Employees, Jobs, Items,/Products, Estimates/Quotes, Sales Orders, Invoices, Sales Receipts, Payments, Credit Memos and Inventory between QuickBooks and Results. Timesheets can be exported from Results into QuickBooks while Estimates and Purchase Orders can be imported from QuickBooks. SmartVault customers can take advantage of a unique 3-way integration where documents can be synchronized between Results, QuickBooks and SmartVault.

QuickBooks Integration Module Synchronization Diagram

Results QuickBooks Intgeration (QBI) also synchronizes: Sales Rep., Payment Types, Credit Terms & VAT (U.K.)

Before starting, please note the following:

1. QBI is compatible with QuickBooks Pro v2004 or later. For full synchronization functionality, QuickBooks Pro v2006 or later is required.
2. The QBI module is only accessible to licensed users and users who have been allowed to access the QBI module by the System Administrator.
3. QuickBooks Synchronization will perform faster if the QB application is open with the proper company data file on the same computer that is performing the synchronization.

Warning: QuickBooks Synchronization must be performed with only **one** QuickBooks company file. Data corruption and mismatched data could result from attempting to synchronize the same Results database with more than one QuickBooks company file.

Warning: We strongly recommend that QBI usage is assigned to a single person in your office. Please use the Security Maintenance module to control this access.

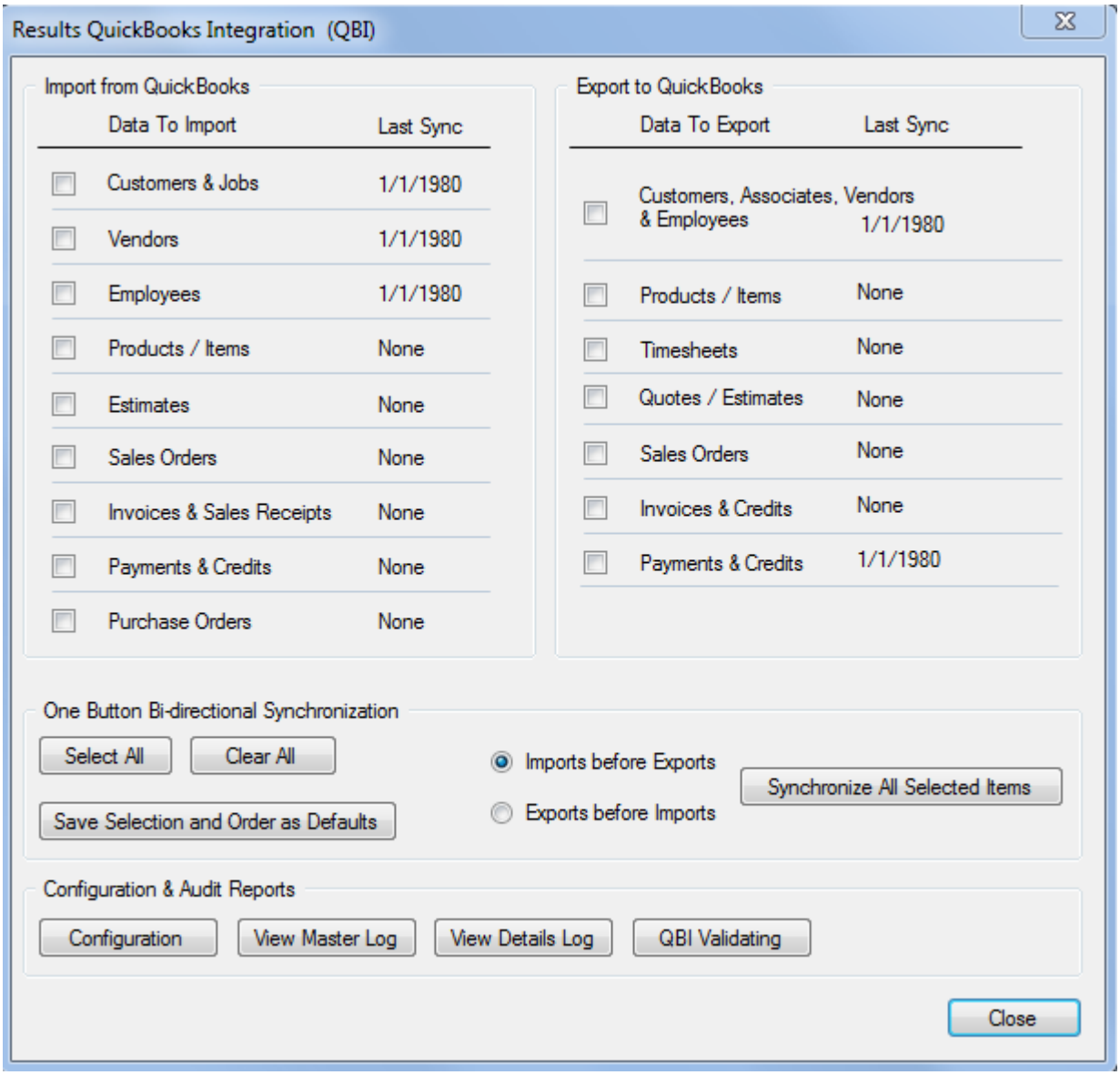
Warning: QuickBooks Synchronization will not operate if QuickBooks has a different company data file open on the same computer.

Note: All configuration options are stored in the file ResultsQBI.Ini in the Results data directory.

Accessing QBI:

On the **Finances** tab, in the **External** group, click **QBI Synch**. The **Quick Books Integration Module** screen will appear.

QuickBooks Integration Module Screen



Each checkbox on the QuickBooks Module Integration screen specifies a function performed when the **Synchronize All Selected Items** button is clicked. The date that the function was last performed is shown to the right of the description.

When a function is completed, a process log is displayed and the date is updated. The **View Master Log** button displays a log containing all processing history. The **View Details Log** button will show the details that occurred during the synchronization.

Before You Get Started

In order to quickly find and re-categorize your recently imported contacts, some users prefer to distinguish between standard Results contacts and recently imported QuickBooks contacts.

If you would like to do this, you will need to set up three new contact types.

We suggest you use:

- C_QB for QuickBooks Customers
- V_QB for QuickBooks Vendors
- E_QB for QuickBooks Employees.

For more details, please refer to the *LookUp Tables* section in the Results User Manual.

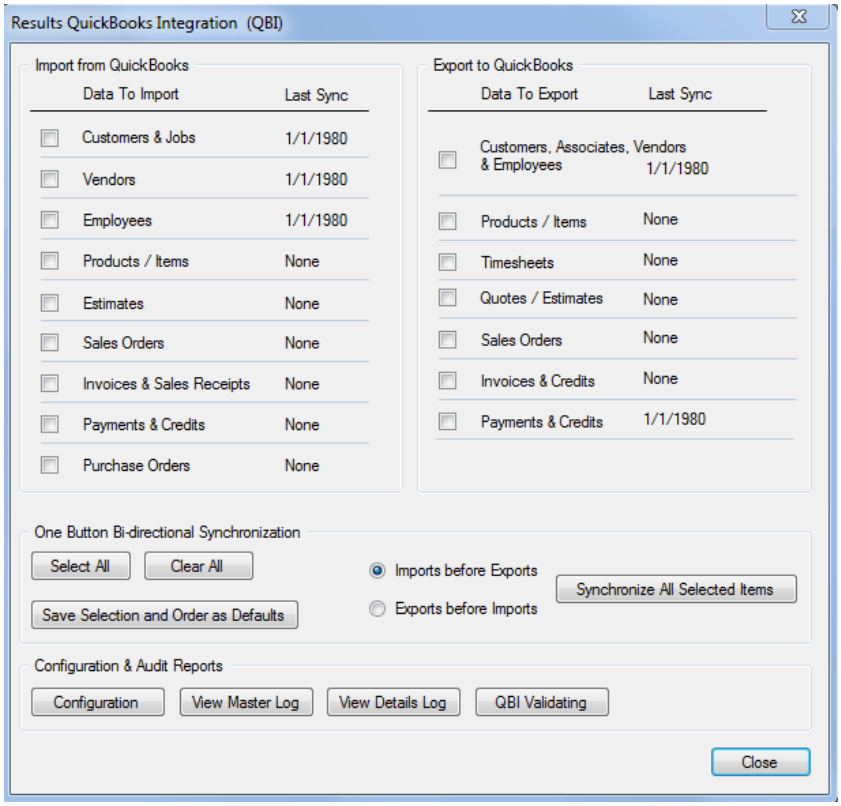
Running QBI for the First Time

QBI Configuration Option Screen: Contact Synch Tab

The QBI module must run on a system with QB installed. The actual QB company data file (.QBW) can be placed anywhere on the network.

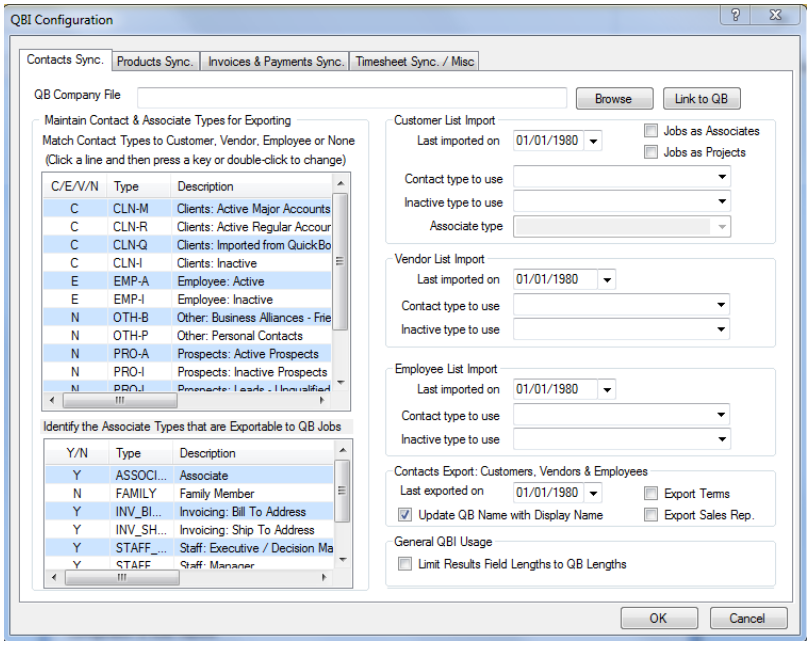
1. Open the QuickBooks application and then open the QuickBooks file that you would like synchronize with Results. (The QB file will have a .QBW extension.)
2. In Results, open the QuickBooks screen. On the **Finances** tab, in the **External** group, click **QBI Synch**.
3. The **Quick Books Integration Module** screen will appear.

QuickBooks Integration Module Screen



4. From the QBI screen, click the **Configuration** button. The QBI Configuration Options screen displays:

QBI Configuration Option Screen: Contact Sync Tab



1. Link QuickBooks Data to Results:

a. From QuickBooks, open QuickBooks file that you would like to synchronize with Results.

b. You must login with the “Admin” QB User ID and Password.

c. Only for the first time you connect, you need to make sure that you switch QB into Single User Mode.

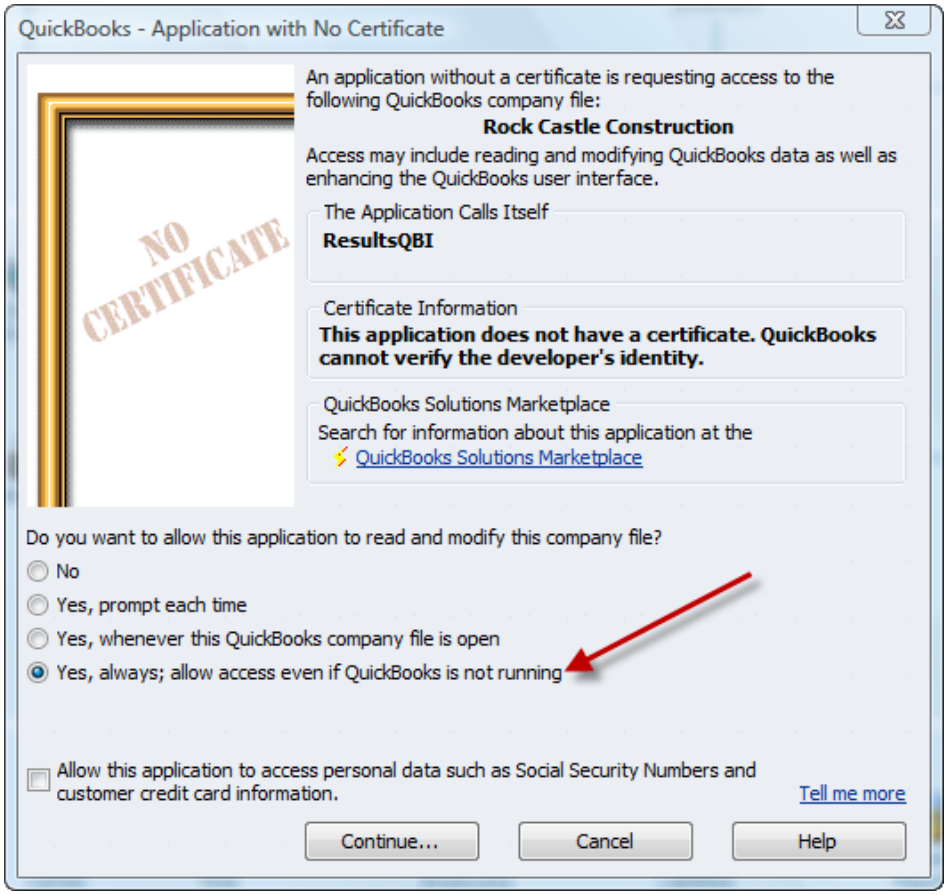
d. Minimize QB and switch back to Results.

e. From the Results **QBI Configuration Options Screen**, click the **Browse** button next to the **QB Company File** field to locate your QB Company file that is currently open in QB.

f. After your QB Company file (.QBW) is located, click the **Link to QB** button to allow Results QBI to access the data.

g. In QuickBooks, a screen requesting access to your QB file will appear. Select the "Yes, always; allow access even if QuickBooks is not running" option and then click **Continue**.

QBI Access Request Screen



h. If a drop-down appears, select a login ID of an Admin user. Note: It is not necessary to give it access to personal data, so you can keep that unchecked.

i. Click *Continue* and then *Yes* when asked to give Results access to QB.

j. On the **Access Confirmation** screen, click **Done**.

k. You can now place QB back into Multi-User mode.

Tip: If you receive a QuickBooks error related to Integrated Applications, you may need to re-authorize Results QBI to access QuickBooks. Login to QuickBooks and select the Edit Menu, Preferences, and Company Preferences. Click the Integrated Applications icon. After selecting "ResultsQBI" from the list, click Remove. Logout then log back into Results and go through the Steps above.

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2. Maintain Contact and Associate Types for Exporting

QuickBooks identifies contacts as Customers, Vendors, or Employees. Likewise, Results needs to associate each Results Contact Type with one of the QuickBooks options for those contacts that you wish to synchronize with QB.

The **Maintain Contact and Associates Types for Exporting** grid lists all of the Results Contact Types and identifies each contact type as one of the following:

- C: Customer
- V: Vendor
- E: Employee
- N: None – ignore these contact types when synchronizing

a. Verify that all values in the "C/V/E/N" column of the grid have been associated with the appropriate corresponding QuickBooks contact type. To change the value of any of the contact types, click on the appropriate row and type "C", "V", "E" or "N" as appropriate. **Note:** If you leave a default contact type blank, that type will not be imported.

b. (Optional) To export Results Associates to QB Jobs, use the "Y/N" column of the second grid to identify if each Associate Types should be exported to QB. Type "Y" for Yes; type "N" for No. Note: These selections are only applicable if you have selected "Jobs as Associates", otherwise no Associate data will be exported to QB.

c. Click the **Save** button.

3. Set Up the Customer, Vendor and Employee Import

- **Customer List Import**

  - **Last imported on:** Under normal operation, this field does not need to be modified. However, if restoring QB from backup, change this date to transfer the desired record set. Only records modified or added in QB on or after this date will be included in the next transfer of data from QB into Results.

  - **Jobs as Associates checkbox:** Check this if your QuickBooks customer jobs should be imported as Results Contact Associates. For example, you would want to check this box if you have used Jobs for other Customer contacts or to hold shipping addresses/locations.

- **Jobs as Projects checkbox:** Check this if your QB Jobs correspond to Results Sales Opportunities or Projects for each customer. QB Jobs with sales transactions will be imported as Results Projects; QB Jobs with Estimates and without sales transactions will be imported as Results Sales Opportunities. New Results Projects will be exported to QB under the Customer associated with the Project.

- **Contact Type to use**: Select the appropriate contact type. This will be the default value of all imported active customer records from QuickBooks. If you leave this field blank, active Customers will not be imported from QB.

- **Inactive Type use:** Select the appropriate contact type. This will be the default value of all imported inactive customer records from QuickBooks. If you leave this field blank, then inactive Customers will not be imported from QB.

- **Associate Type:** If you checked the "Jobs as Associates" checkbox, select the Associate Type to assign newly imported associates**.**

- **Vendor List Import**

  - **Last imported on:** Under normal operation, this field does not need to be modified. However, if restoring QB from backup, change this date to transfer the desired record set. Only records modified or added in QuickBooks on or after these dates will be included in the next transfer.

  - **Contact Type to use**: Select the appropriate contact type. This will be the default value of all imported active vendor records from QuickBooks. If you leave this field blank, active vendors will not be imported.

  - **Inactive Type to use:** Select the appropriate contact type. This will be the default value of all imported employee records that have been flagged as inactive from QuickBooks. If you leave this field blank, inactive vendors will not be imported.

- **Employee List Import**

  - **Last imported on:** Under normal operation, this field does not need to be modified. However, if restoring QB from backup, change this date to transfer the desired record set. Only records modified or added in QuickBooks on or after these dates will be included in the next transfer.

- **Contact Type to use**: Select the appropriate contact type. This will be the default value of all active imported employee records from QuickBooks. If you leave this field blank, active employees will not be imported.

- **Inactive Type to use:** Select the appropriate contact type. This will be the default value of all imported employee records that have been flagged as inactive from QuickBooks. If you leave this field blank, inactive employees will not be imported.

2. **Contacts Exports: Customers, Vendors, Employees**

- **Last Exported on:** Under normal operation, this field does not need to be modified. However, if restoring Results database from backup, change these dates to transfer the desired record set. This date defaults to the day that records were last exported from Results into QB. Only records modified or added on or after this date will be included in the next transfer.

- **Export Terms:** Check this to have Results Terms update the Terms in QB.

- **Export Sales Rep:** Check this to have Results Sales Reps update the Sales Reps in QB.

- **Update QB Name with Results Display Name:** Check to have the Results Display Name exported and update the QB Customer, Vendor and Employee Names.

3. **General QBI Usage**

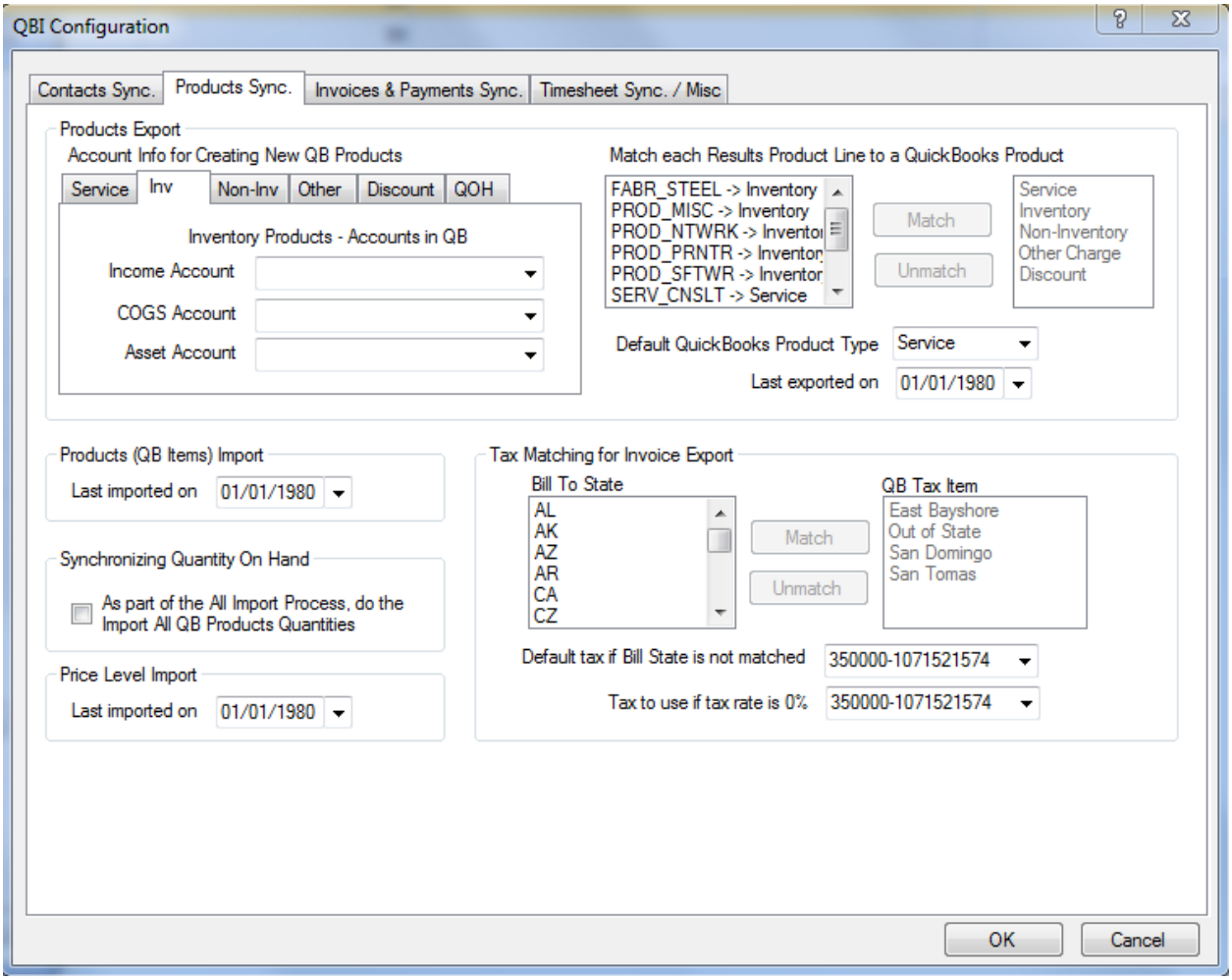
- **Limit Results Field Lengths to QB Lengths**: When selected, each time a Contact record is saved, this feature will verify that data entered in Results is not too wide to fit in a QuickBooks. For example, it would inform the user that the 58 character Company Name they just entered in Results will not all be fully transferred into QuickBooks since QuickBooks only allows 41 characters in the Company Name field.

4. Click the **OK** button to save the configuration.

QBI Configuration Options Screen: Products Sync. Tab

From the **QBI Configuration Options** screen, navigate to the **Products Sync** tab.

QBI Configuration Options Screen: Products Sync. Tab



4. Products Export

QuickBooks divides products into five categories: Service, Inventory, Non-Inventory, Other Charge or Discount. When products are created in Results, Results needs to identify the income, expense, and COGS accounts associated with each product category.

a. Identify the account from the dropdown lists for use when exporting Results products as new items into QuickBooks:

- Service Tab: Income Account, Expense Account
- Inventory Tab: Income Account, COGS Account, Asset Account
- Non-Inventory Tab: Income Account, Expense Account

- Other Tab: Income Account, Expense Account
- Discount Tab: Account
- QOH Tab: Used when updating QuickBooks Quantity-On-Hand from Results.

Tip: Mouse-over a Results Product Category code to view the full description.

5. Match each Results Product Line to a QuickBooks Product Type

QuickBooks divides products into five categories: Service, Inventory, Non-Inventory, Other Charge or Discount. Likewise, Results needs to associate each Results product with one of the QuickBooks options by matching each Results Product Line to a QB Product Type.

a. Select a Results Product Line from the left hand box and then click the corresponding QB Product Type in the list. Click the **Match** button.
Example: Printer matched to the Inventory category: PROD_PRNTR->Inventory

b. NOTE: If a Product Line is not matched to the correct QB Product Type, highlight the mismatched Product Line and click **Unmatch**. Highlight the correct QB Item/Product Type and click the **Match** button.

b. Repeat until all Results Product Lines are matched to the appropriate QuickBooks Product Type.

c. Select a **Default QuickBooks Product Type** from the drop-down.

d. Under normal operation, the **Last Exported on** field does not need to be modified. However, if restoring Results database from backup, change this date to transfer the desired record set. Only records modified or added in Results on or after this date will be included in the next transfer.

6. Products (QB Items) Import

Under normal operations, the **Last Imported on** field does not need to be modified. However, if restoring QB from backup, change this date to transfer the desired record set. Only records modified or added in QuickBooks on or after this date will be included in the next transfer.

7. Synchronizing Quantity On Hand

(Optional) Check to synchronize Results Quantity-on-Hand to QuickBooks. Selecting this option will import the QB products quantity on hand into Results, as part of an Import ALL process.

8. Price Level Import

Depending on your installation, Price Level Import may or may not appear on your screen. If it does appear, under normal operation, the **Last Imported on** field does not need to be modified. However, if restoring QB from backup, change this date to transfer the desired record set. Only records modified or added in QuickBooks on or after this date will be included in the next transfer.

9. Match the Tax Information for Invoice Export

When invoices that include tax are created in Results, Results will apply the state tax of the linked *Bill To* contact's state code. In this step, you will match each Bill to State with the various QuickBooks Tax Items.

a. Select a Bill to State from the left hand box and then click the corresponding item in the QB Tax Item list. Click the **Match** button.

   Example: The state of "Alabama" matched to the "Out of State" category:

   AL->Out of State

b. If a Bill to State is not matched to the correct QB Tax Item, highlight the mismatched Bill To State and click **Unmatch**. Highlight the correct QB Tax Item and click the **Match** button.

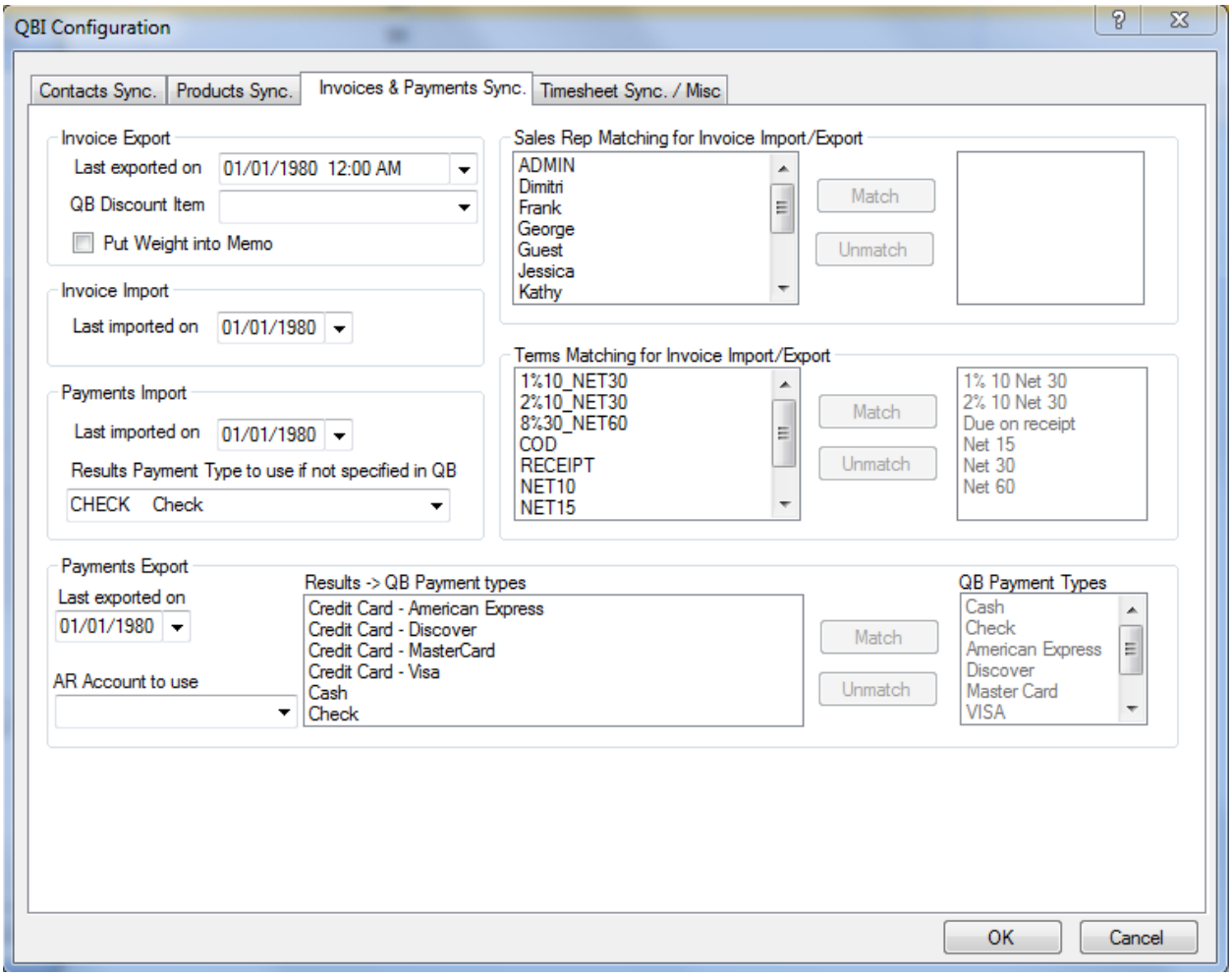
c. Repeat until all States are matched to the appropriate QuickBooks Tax Item.

   - If not pre-filled, select a "Default tax if Bill State is not matched" from the drop-down.
   - If not pre-filled, select a "Tax to use if tax rate is 0%" from the drop-down.

QBI Configuration Options Screen: Invoices & Payments Sync. Tab

From the *QBI Configuration Options* screen, select the *Invoices & Payments Sync.* tab.

QBI Configuration Options Screen: Invoices & Payments Sync. Tab



10. Invoice Export

a. **Last exported on**: Under normal operation, this field does not need to be modified. However, if restoring Results database from backup, change this date to transfer the desired record set. Only records modified or added in Results on or after this date will be included in the next transfer.

b. **QB Discount Item:** Identify the QB Discount Item to be matched with Results discounted line items.

c. **Put Weight into Memo:** Check to have the invoice total weight appear in the memo field in QuickBooks.

11. Invoice Import

a. **Last imported on:** Under normal operation, this field does not need to be modified. However, if restoring QB from backup, change this date to transfer the desired record set. Only records modified or added on or after these dates will be included in the next transfer.

12. Payments Import

a. **Last imported on:** Under normal operation, this field does not need to be modified. However, if restoring QB from backup, change this date to transfer the desired record set. Only records modified or added on or after these dates will be included in the next transfer.

b. **Results Payment Type to use if not specified in QB:** If there is not a payment type selected for a QB Payment, set the default payment type to appear in Results.

13. Payments Export

a. **Last exported on:** Under normal operation, this field does not need to be modified. However, if restoring Results database from backup, change this date to transfer the desired record set. Only records modified or added in Results on or after these dates will be included in the next transfer.

b. **AR Account to use:** From the drop-down, select the Accounts Receivable Account used to record the payment in QB.

c. Match Results Payment Types to the QB Payment Types.

   1. Select a Results Payment Type from the left hand box and then click the corresponding item in the QB Payment Types list. Click the **Match** button.

      Example: "Credit Card – American Express" matched to the "American Express" category: Credit Card – American Express -> American Express

   2. If a Results Payment Type is not matched to the correct QB Payment Type, highlight the mismatched Payment Type and click **Unmatch** to change any of the previously matched categories.

14. Sales Rep Matching for Invoice Import/Export

a. Select a Results System User and then select the corresponding name in the QB Sales Rep. list. Click the **Match** button.

   Example: A Sales Rep. by the name of "Frank Walker" has a Results System User name of "Frank" and is matched to the QB Sales Rep. "FJW": Frank -> FJW

b. If a Results System User name is not matched to the correct QB Sales Rep., highlight the mismatched pairing and click **Unmatch** to change the previously matched name.

15. Terms Matching for Invoice Import/Export

a. Select a Results Invoice Terms from the left hand box and then click the corresponding item in the QB Payment Terms. Click the **Match** button.

   Example: Payment Terms in Results by the name of "COD" matched to the QB Payment Terms "Cash on Delivery": COD -> Cash on Delivery

b. If a Results Payment Term is not matched to the correct QB Payment Term, highlight the mismatched pairing and click **Unmatch** to change previously matched Term.

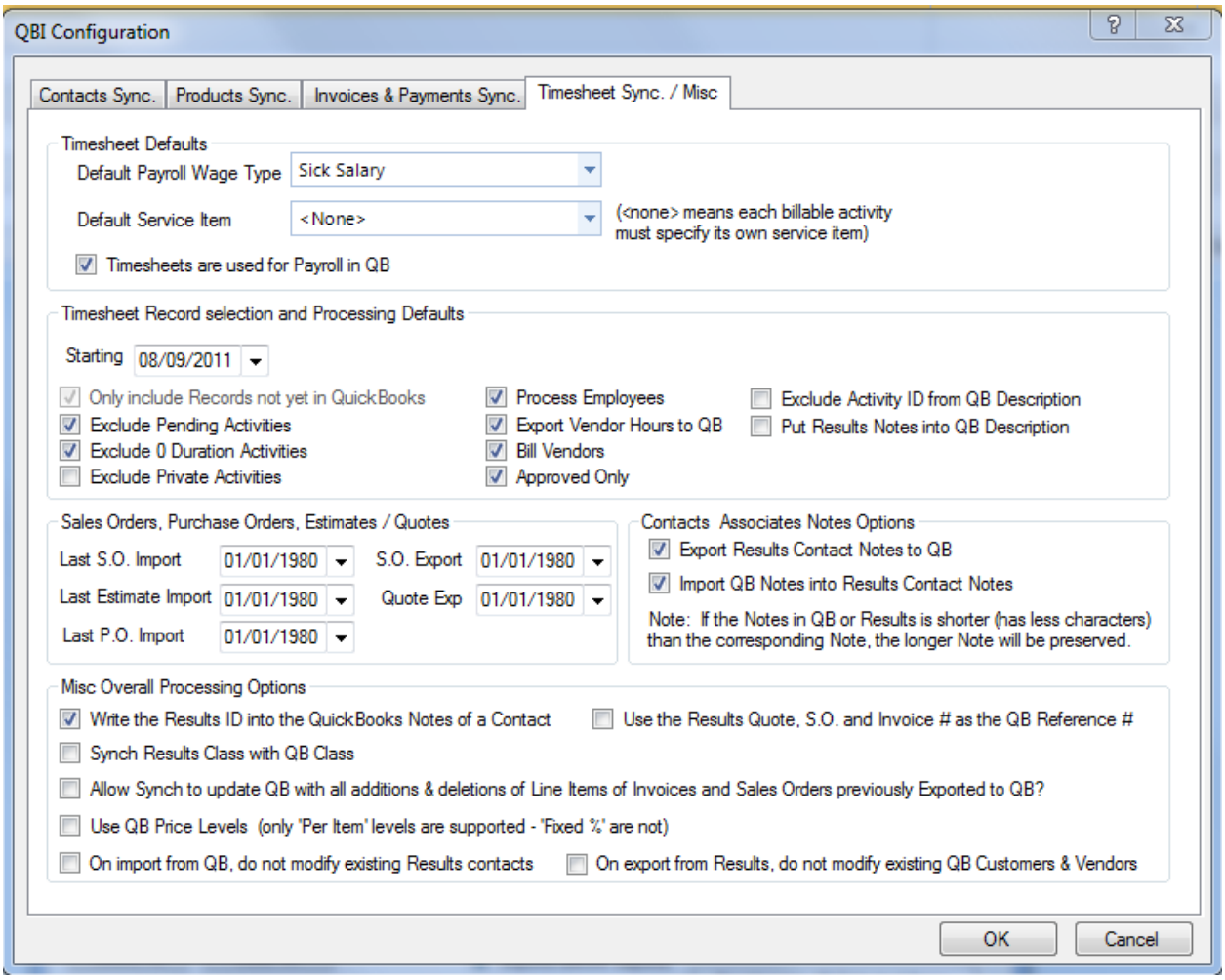
c. Click the **OK** button to save the settings.

Tip: Place the cursor over a match list item to view the full description.

QBI Configuration Options Screen: Timesheet Sync. / Misc. Tab

From the **QBI Configuration Options** screen, select the **Timesheets Sync. / Misc** tab.

QBI Configuration Options Screen: Timesheet Sync. / Misc. Tab



16. Timesheet Defaults

Note: Skip this step if you did not purchase or do not use the Timesheets module.

To use the Time Sheet synchronization, the following conditions must be met:

- ✓ Each Timesheet user must have a Results User ID that is identified as an "employee", by linking their Results User Id to a Results Contact record (via the Personal Tab on the user maintenance screen) that has Contact Type that is marked as an Employee (E) Type, under the QBI Contact Sync. tab.
- ✓ The Personal Info tab (found on the Tools, Security Maintenance, User Maintenance

screen) is complete especially the "Employee Contact Record" field.

- ✓ If an Activity is associated with a Project, the Results Project Code needs to be linked or associated with a Customer in order for the time to be allocated to the timesheet.

Timesheet Defaults:

a. Select a **Default Payroll Wage Type**: Wage types must be the same in both QuickBooks and Results. If you are using QB time tracking to calculate payroll, then the Wage Type for each activity must match a QB Wage Type exactly. If you are not using time tracking to calculate payroll, leave this field blank. The value selected will be the wage type assigned to each activity by the timesheet module when the activity is first created.

b. Select a **Default Service Item**: The Service Item is a QuickBooks item that specifies what kind of work was performed. These should match up with Results products when you synchronize with QuickBooks. The Default Service Item is used as a starting point when a timesheet cell is first entered.

c. If QuickBooks timesheets are not being used for Payroll, uncheck the **Timesheets are used for Payroll in QB** box. In this case, Wage Types are not needed.

17. Timesheet Record Selection and Processing Defaults

Note: Skip this step if you did not purchase or do not use the Timesheets module.

a. Enter a **Starting** date for Timesheet imports.

b. All Processing Defaults are checked. Uncheck any of the boxes to change the settings for your company:

- **Only Include Records Not Yet in QB:** If checked, only records that have not been previously transferred to QB will be selected.
- **Exclude Pending Activities:** If checked, only activities that are marked as Completed will be transferred.
- **Exclude 0 Duration Activities:** If checked, only activities with a duration of time that is greater than zero minutes will be transferred.
- **Exclude Private Activities:** If checked, Activities flagged as "Private" will remain in Results.
- **Process Employees:** If checked, Employee Timecard entries will be generated in QB.
- **Exporting Vendor Hours to QB:** If checked, time tracking records are created in QB for each Results contact marked as a Vendor.

- **Bill Vendors:** If checked, a bill is generated for each Vendor contact type that had hourly activities during the period. Example: Could be used to pay contractors.
- **Approved Only:** If checked, only approved activities on the Results timesheet are transferred.
- **Exclude Activity ID from QB Description:** If checked, the Results Activity ID will not appear in the QB Description after transfer.
- **Put Results Notes into QB Description**: If checked, Results Notes will be included in the transfer.

18. Sales and Purchase Orders, Estimates / Quotes

Sales Orders can be imported and exported from Results to QB. QuickBooks Purchase Orders can be imported and viewed in the Results Purchase Orders DMC. QuickBooks Estimates can also be imported as Results Quotes. Note: After the initial import, updates to QB Estimates will not transfer into Results.

a. **Last Sales Order Import:** Under normal operation, this field does not need to be modified. However, if restoring QB from backup, change this date to transfer the desired record set. Only records modified or added on or after these dates will be included in the next transfer.

b. **Sales Order Export:** Under normal operation, this field does not need to be modified. However, if restoring a Results database from backup, change this date to transfer the desired record set. Only records modified or added on or after these dates will be included in the next transfer.

c. **Last Estimate Import:** Under normal operation, this field does not need to be modified. However, if restoring a Results database from backup, change this date to transfer the desired record set. Only records modified or added on or after these dates will be included in the next transfer.

d. **Quote Exp:** Under normal operation, this field does not need to be modified. However, if restoring a Results database from backup, change this date to transfer the desired record set. Only records modified or added on or after these dates will be included in the next transfer.

e. **Last PO Imports:** Under normal operation, this field does not need to be modified. However, if restoring QB from backup, change this date to transfer the desired record set. Only records modified or added on or after these dates will be included in the next transfer.

19. Contacts & Associates Notes Options

Select the appropriate Note Options for your company.

- **Export Results Contact Notes to QB:** When selected Results Contact Notes are exported to QB and will overwrite the QB Notes for the Contact record, as part of Contact record update. Note: A shorter Note will not overwrite a longer Note.

- **Import QB Notes into Results Contact Notes:** When selected QB Contact Notes are imported into Results and will overwrite the Notes for the Contact record, as part of Contact record update. Note: A shorter Note will not overwrite a longer Note.

20. Misc. Overall Processing Options

Select the appropriate Options for your company.

- **Write the Results ID into the QuickBooks Notes of a Contact:** If checked, transactions exported from Results to QB, will insert the Results ID at the beginning of the QB Note.

- **Use Results Invoice # as QB Invoice/Reference #:** If checked, invoices exported from Results use the Results Invoice number as the QuickBooks Invoice number. If you leave this box unchecked, QB will use its own sequential reference number for the corresponding Invoices generated in QB.

- **Synch Results Class with QB Class:** Check this box if you are using QB Classes in your transactions and you wish to have that Class Lookup Tables synched with the Results.

- **Allow Synch to update QB with all additions & deletions of Line Items of Invoices and Sales Orders previously exported to QB?** Check this box if you want to update previously exported Invoices and Sales Orders but reflecting additions and deletions of the Line Items details on each Invoice and Sales Order that was modified.

- **Use QB Price Levels:** Check this box if you use Price Levels in QB and want them reflected within Results. When checked, each customer's QB Price Level will be automatically reflected on Results Quotes.

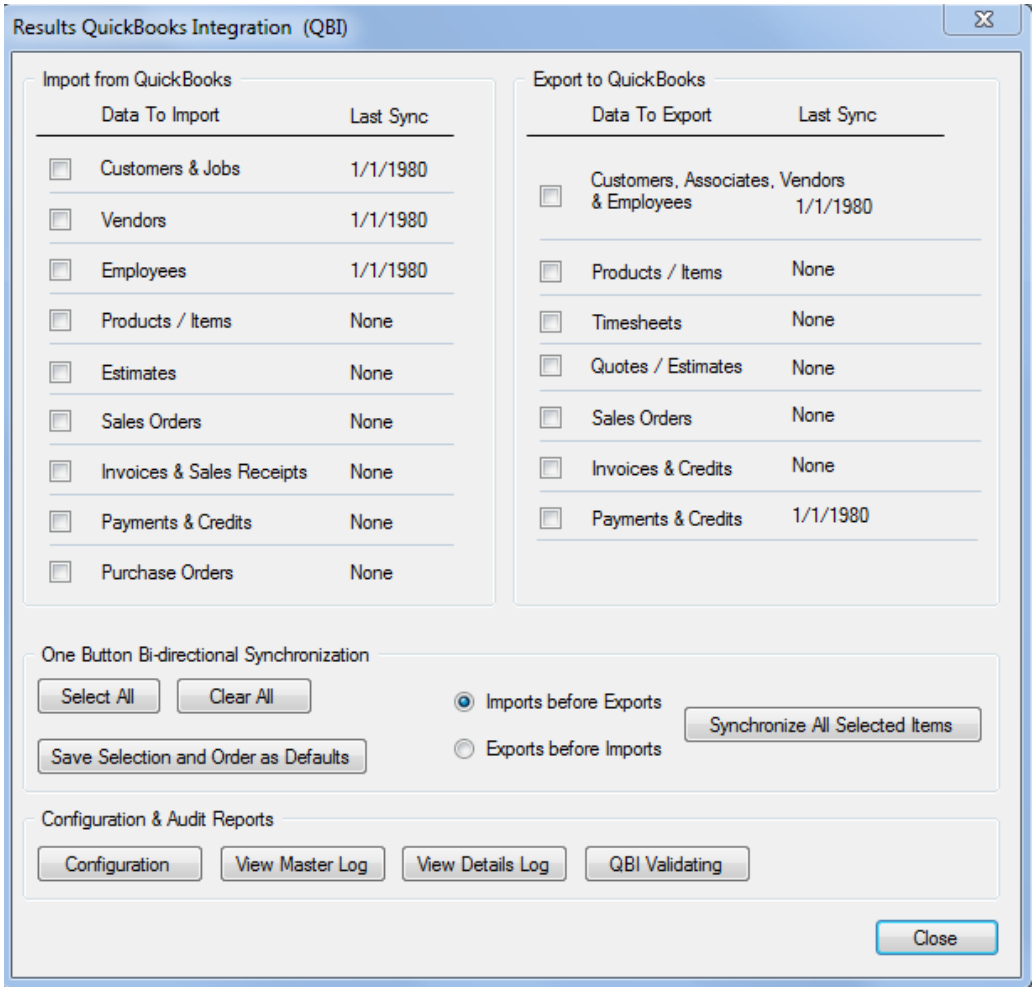
- **On import from QB, do not modify existing Results Contacts:** When this option is selected, brand new QB contact records will be added but information on existing records will not be updated. In most cases, this box will remain unchecked (default).

- **On export from Results, do not modify existing QB Customers & Vendors:** When this option is selected, brand new Results records will be added but information on existing QB Customer and Vendor records will not be updated. In most cases, this box will remain unchecked (default).

Start Synchronization on the Results QBI Screen

On the **Finances** tab, in the **External** group, click **QBI Synch**. The **Quick Books Integration Module** screen will appear.

QuickBooks Integration Module Screen



21. Import Customers & Jobs

QuickBooks customers that do not exist as Results contacts can be imported from QuickBooks. If the QuickBooks Customer record was not previously matched, then QBI will automatically attempt a QB Customer Name match to the same Results Display Name.

All imported customers will be assigned the Contact Type the Default Import Contact Type that is specified on the QBI Configuration Options screen.

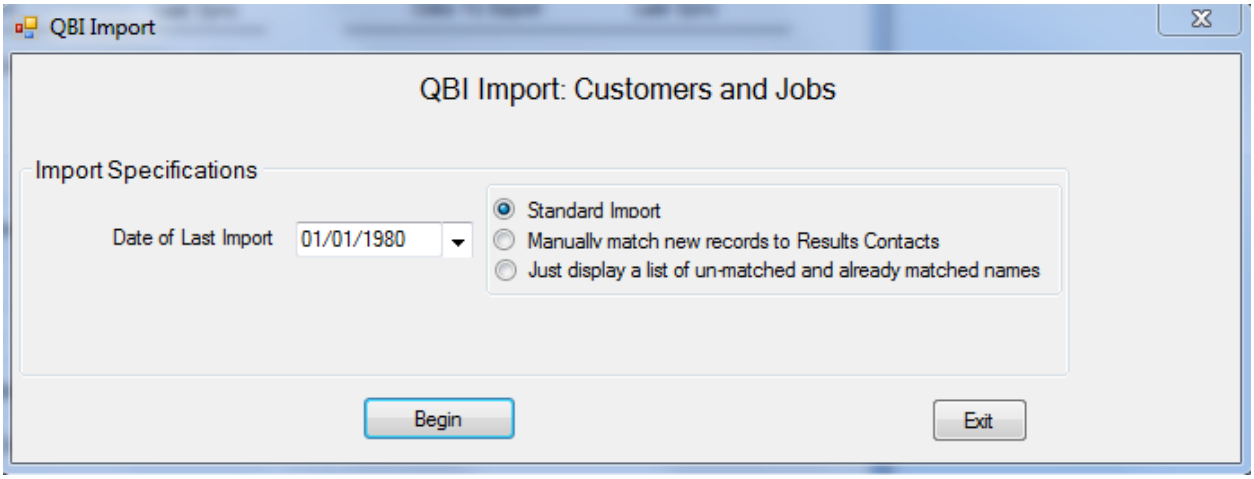
To Import the QB Customers & Jobs:

a. From the Results QBI screen, click **Clear All** to uncheck any boxes.

b. Select the **Customers and Jobs** checkbox.

c. Click **Synchronize All Selected Items** to bring up the following screen. Note: If more than one checkbox is checked on this screen, then QBI will go into auto-mode and this screen will not be displayed.

QBI Import: Customers & Jobs Data



d. **Date of Last Import:** Under normal operation, this field does not need to be modified. However, if restoring QB from backup, change this date to transfer the desired record set. Only records modified or added on or after these dates will be included in the import. Note: The date for the first import defaults to 1/1/1980. Thereafter, the date will default to the last import date.

e. Select an Import type:

- **Standard Import:** Performs a fully automatic import. Each QB customer record modified after the specified Import Date gets the Customer Name compared to the Results Display Name. If no match is found, the record is added as a Results contact. If an exact match found, then the QuickBooks Customer record is linked to the matched Results record.

- **Manually match new records to Results Contacts:** This option is useful when you already have customers in both QuickBooks and Results, but the QuickBooks names may be different from the Results Display Names. This option allows you to manually confirm and change how a QB Customer record is matched to an existing Results contact record. For each QB customer not yet imported, QBI displays any matching Results contacts and allows the user to select a matching Results ID, import the QuickBooks customer, or skip the record.

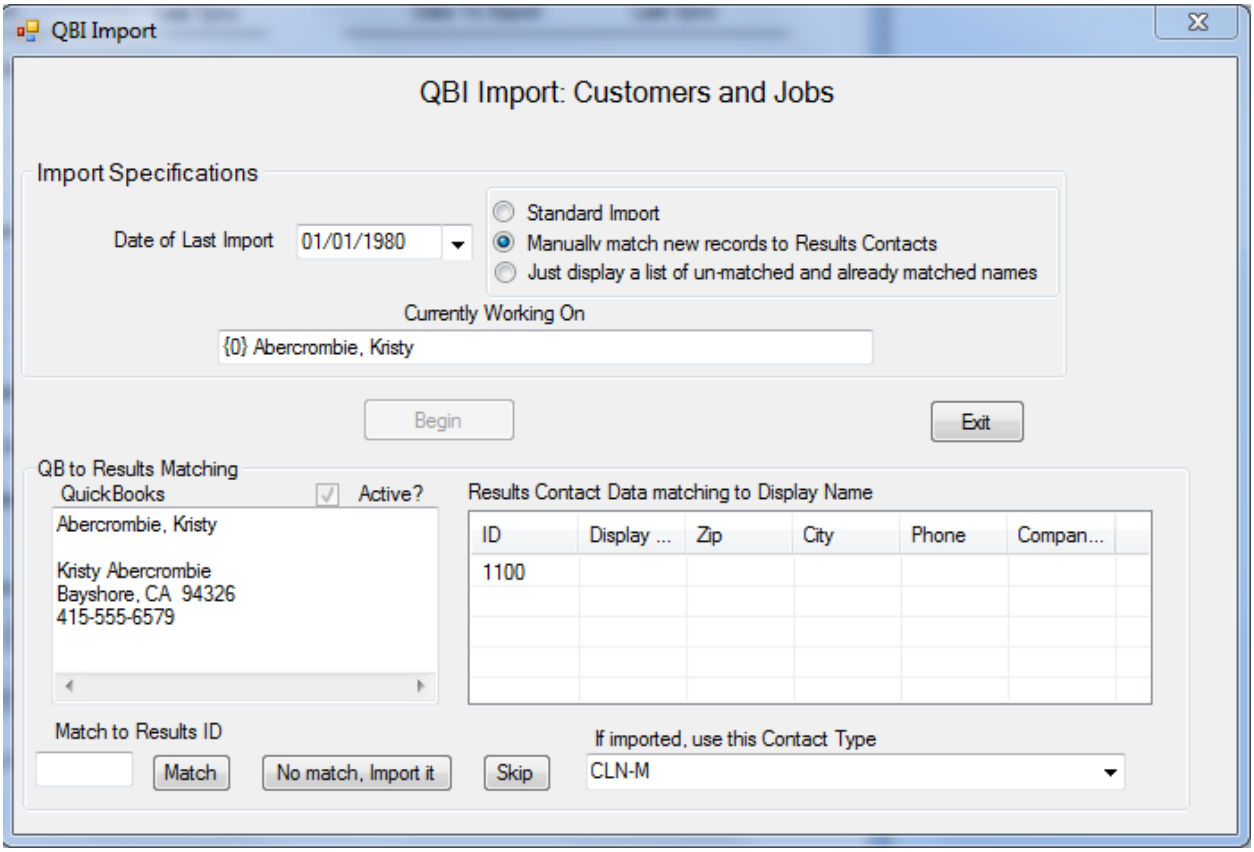
Tip: The manual match process provides a checkbox to indicate that a customer record is inactive.

- **Display a list of unmatched and already matched names:** Each previously imported customer modified since the Import Date is placed in an *Already Matched* list. If there is not a matching Results Display Name, the record is placed in an *Unmatched* list. The *Unmatched* and *Already Matched* lists are viewable from the Details log once processing is complete. **Note:** Upon selecting this option, the Import Date is reset to 1/1/1980 so that all QB customers are considered. If another option is then selected, the date reverts to its previous setting.

f. Click the *Begin* button to start the import. The screen will show the QB Customer record that is being processed.

g. If *Manual Match* was selected, the following options appear on the QBI Import screen:

Import QuickBooks Customer & Jobs Data – *Manual Match Option*



h. Potential matches to existing Results contact records are listed in the grid to the right. The first contact ID becomes the default in the Match ID textbox. If there is more than one match, click the grid row to place the selected contact's ID in the textbox.

i. Once processing is complete, an additional button titled *View Log* is displayed for viewing detailed status information about the import.

j. Click the View Detail Log button to review processes completed for each record. Click Exit to return to the QBI screen.

22. Importing Vendors and Employees

Import Vendors and Employees using the same steps for importing Customers. See the section on Importing Customers for details.

23. Importing Products (Inventory)

QuickBooks Items are imported as Results Products. In QuickBooks, Items can be organized into a hierarchy with items being sub-items of other items. If your data is structured this way, the import will reflect this in two ways:

1. The Product Line will be set up so that it mimics the hierarchy in QB.
2. The QB Product Code will be filled with the actual QB product name. For example, for this QB Item "TopLevel:NextLevel:NextLevel2:LastLevel", the text at the lowest level "LastLevel" becomes the Results Product Code. If that would create a duplicate product code then "^x" is appended to the name, where "x" is a number that will make the product code unique.

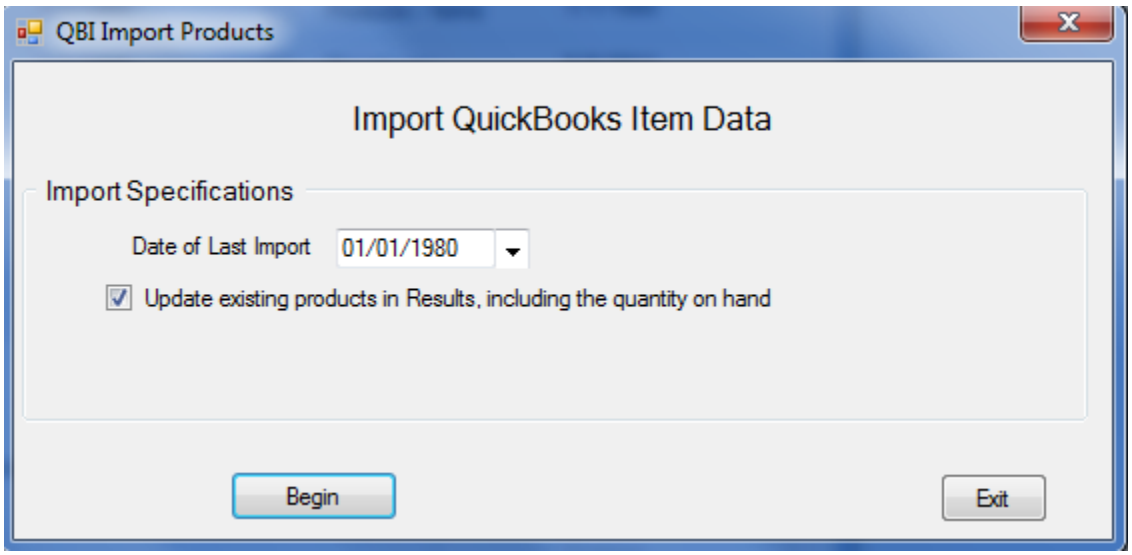
To Import Products:

a. From the QBI screen, click *Clear All* to uncheck any boxes.

b. Select the *Products / Items* checkbox under the Import column.

c. Click *Synchronize All Selected Items* to bring up the following screen:

QBI Import: Products / Items Data



d. **Date of Last Import:** Under normal operation, this field does not need to be modified. Only records modified or added on or after these dates will be included in

the next transfer. (The date for the first import defaults to 1/1/1980. Thereafter, the date will default to the last import date.)

e. Check the "**Update existing products in Results, including quantity on hand**" box to update Results products with any QB changes. This will also update Results quantities on hand for the items changed since the date specified.

Warning: Checking *Update existing products in Results including quantities on hand* should be used with caution. Adding a line item to a QB Order or Invoice does not change the modified date of an inventory item. To insure that the Results quantities are accurate, specify 1/1/1980 in the *Date of Last Import* textbox or modify the actual "item" record in QB.

---

f. Click the **Begin** button to start the import. The screen will show the product record that is being processed.

g. Once processing is complete, an additional button titled *View Log* is displayed for viewing detailed status information about the import.

h. Click **Exit** to return to the main menu.

Warning: Results does not support the special QB Item type *Sales Tax Groups*.

---

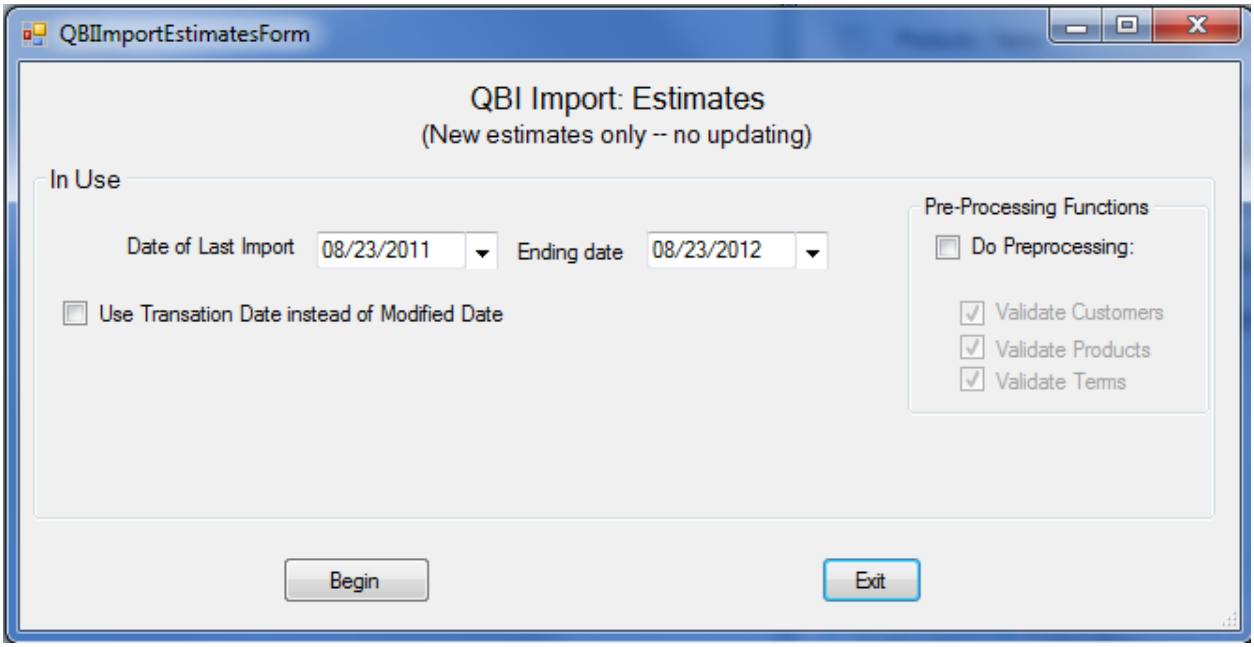
24. Importing Estimates

QuickBooks Estimates are imported as Results Quotes. Only new Estimates are imported; previously imported records will not be updated.

a. From the QBI screen, click **Clear All** to uncheck any boxes.

b. Select the **Estimates** checkbox under the Import column. The following screen displays:

QBI Import: Estimates Data



c. **Date of Last Import:** Under normal operation, this field does not need to be modified. However, if restoring QB from backup, change this date to transfer the desired record set. Only records modified or added on or after this date will be included in the next transfer. (The date for the first import defaults to 1/1/1980. Thereafter, the date will default to the last import date.)

Tip: To avoid skipping back-dated Estimates, users may opt to start with a date in the past (for example, two months) to cover typical back-date scenarios.

d. **End Date:** Under normal operation, this field does not need to be modified and is set to a future date. However you can change this date to transfer the desired record set. Only records modified or added on or before this dates will be included in import.

e. **Use Transaction Date instead of Modified Date**: Check this box to use the transaction date of the Estimates instead of the modified date. If this is not checked, the Modified Date will be used.

f. **Do Pre-preprocessing:** Check this box to determine potential problems with the Estimates to be imported. Select to validate Customers, Products, and/or Terms. Issues are written to an error file and QBI will present a dialog indicating that there are items to resolve. If preprocessing shows errors, to continue importing the valid Estimates, uncheck the preprocessing box. **Note:** Preprocessing does NOT import records. It is a verification check only.

g. Click **Begin** to start processing.

h. Once processing is complete, an additional button titled **View Log** is displayed for viewing detailed status information about the import.

i. Click the **View Detail Log** button to review the list of imported records. Always review logs for potentially skipped records.

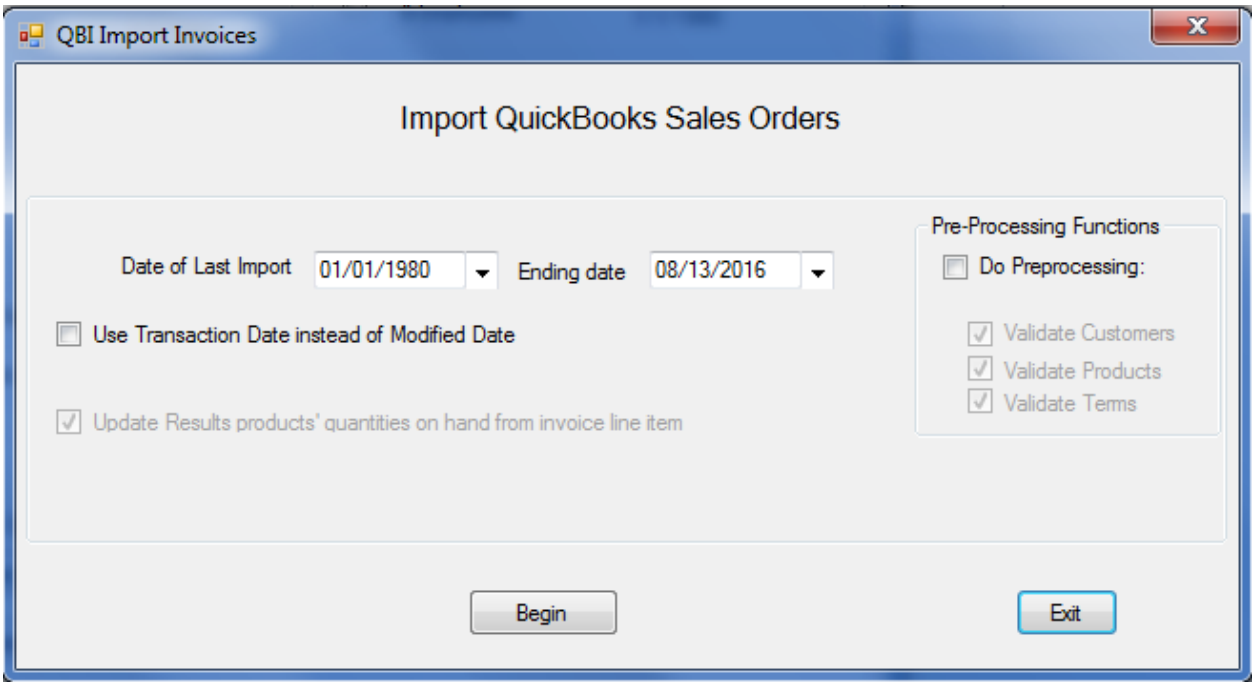
j. Click **Exit** to return to the main menu.

25. Importing Sales Orders

a. From the QBI screen, click *Clear All* to uncheck any boxes.

b. Select the *Sales Orders* checkbox under the Import column. The following screen displays:

QBI Import: Sales Orders Data



c. **Date of Last Import:** Under normal operation, this field does not need to be modified. However, if restoring QB from backup, change this date to transfer the desired record set. Only records modified or added on or after this date will be included in the next transfer. (The date for the first import defaults to 1/1/1980. Thereafter, the date will default to the last import date.)

Tip: To avoid skipping back-dated Sales Orders, users may opt to start with a date in the past (for example, two months) to cover typical back-date scenarios.

d. **End Date:** Under normal operation, this field does not need to be modified and is set

to a future date. However you can change this date to transfer the desired record set. Only records modified or added on or before this dates will be included in import.

e. **Do Pre-preprocessing:** Check this box to determine potential problems with the Sales Orders to be imported. Select to validate Customers, Products, and/or Terms. Issues are written to an error file and QBI will present a dialog indicating that there are items to resolve. If preprocessing shows errors, to continue importing the valid Sales Orders, uncheck the preprocessing box. **Note:** Preprocessing does NOT import records. It is a verification check only.

f. **Use Transaction Date instead of Modified Date**: This checkbox determines the method used for selecting which QB transactions will be imported into Results. Typically, Results uses the modified date to determine which records are imported. If this box is checked, Results will use the Transaction date instead.

g. **Update Results products' quantities on hand from invoice line item:** If checked the Results Quantity on Hand is adjusted based on how many of the items were sold on the Invoice being imported.

h. Click **Begin** to start preprocessing or processing.

i. Once processing is complete, an additional button titled **View Log** is displayed for viewing detailed status information about the import.

j. Click the **View Detail Log** button to review the list of imported records. Always review logs for potentially skipped records.

k. Click **Exit** to return to the main menu.

26. Importing Invoices and Sales Receipts

In order for invoices to be imported from QuickBooks, not only do the Customers and Products need to be in Results, but the QuickBooks Terms and Sales Reps, should be matched on the Configuration screen. Note: A QuickBooks Sales Receipt is imported as a Results Invoice and Results Payment.

To import Invoices and Sales Receipts, please refer to the steps in the Importing Sales Order section. On the QBI screen, select the *Invoices & Receipts* option under the Import column.

Tip: To avoid skipping back-dated invoices, users may opt to start with a date in the past (for example, two months) to cover typical back-date scenarios.

Warning: You can only modify invoices in the same application in which they were created. I.E. Invoices Imported from QB should only be edited in QB.

Note: Although groups and subtotals are supported, any invoice containing an unsupported item type (Tax Group) will not be imported.

Note: Invoices for opening balances are **not** imported.

27. Importing Payments and Credit Memos

Each part of a QB Payment that is allocated to an Invoice (or a QB transaction other than a Check refund) will generate a Results Payment and therefore reflect the appropriate Balance Due on each invoice.

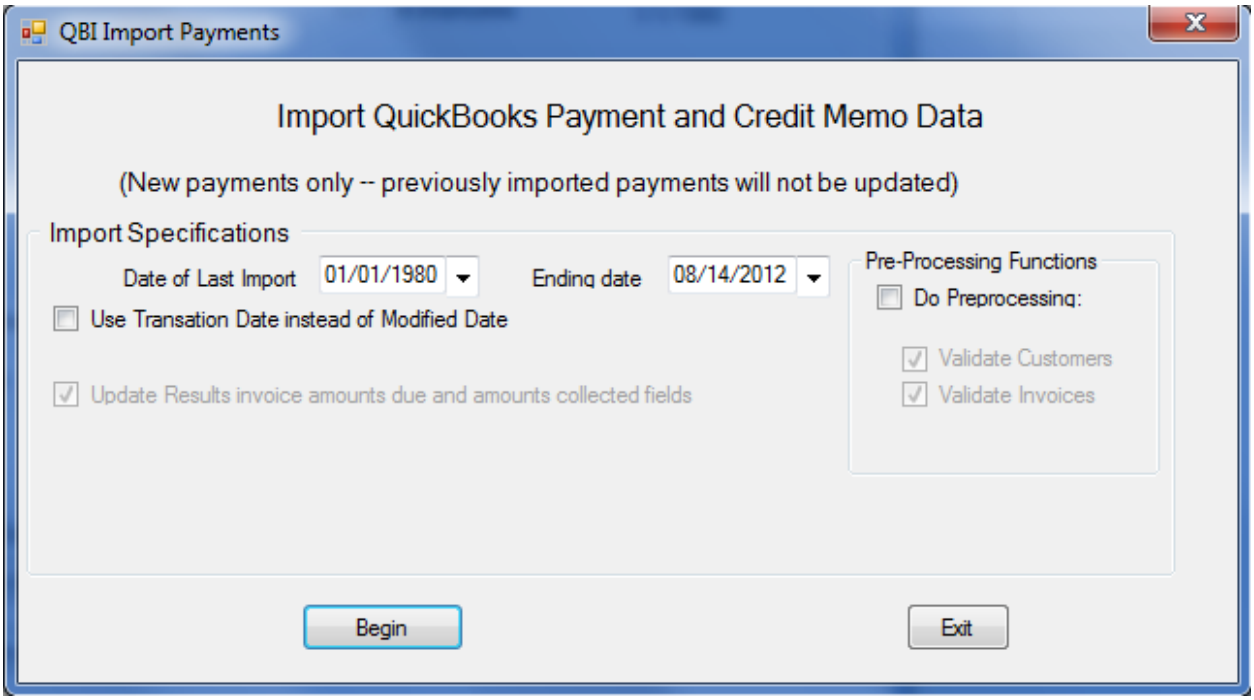
Each QB Credit Memo that is allocated to an invoice will generate a new line item on the invoice for the amount of the credit. However, any taxes credited will be applied to the first invoice credited, and the line item will be reduced by that amount. If a refund is given, then a new invoice will be created for negative that amount, and a negative payment will also be generated. Items on the credit memo will be restocked and the quantity sold to date will be adjusted.

In order for payments and credit memos to be imported from QuickBooks, the invoices that they are paying need to have been previously imported.

a. From the QBI screen, click **Clear All** to uncheck any boxes.

b. Select the **Payments & Credits** checkbox under the Import column. The following screen displays:

QBI Import: Payments and Credits Data



c. **Date of Last Import:** Under normal operation, this field does not need to be modified. However, if restoring QB from backup, change this date to transfer the desired record set. Only records modified or added on or after these dates will be included in the next transfer. (The date for the first import defaults to 1/1/1980. Thereafter, the date will default to the last import date.)

d. **Ending Date:** Under normal operation, this field does not need to be modified and is set to a future date. However you can change this date to transfer the desired record set. Only records modified or added on or before this dates will be included in import.

e. **Do Pre-processing:** Check this box to determine potential problems with the payments to be imported. Issues are written to an error file and QBI will present a dialog indicating that there are items to resolve. Click *Yes* to display the error file. If preprocessing shows errors, to continue importing the valid payments, uncheck the preprocessing box. **Note:** Preprocessing does NOT import records. It is a verification check only.

f. **Use Transaction Date instead of Modified Date**: This checkbox determines the method used for selecting which QB transactions will be imported into Results. Typically, Results uses the modified date to determine which records are imported. If this box is checked, Results will use the Transaction date instead.

g. **Update Results products' quantities on hand from invoice line item:** If checked the Results Quantity on Hand is adjusted based on how many of the items were sold on the Invoice being imported.

h. Click **Begin** to start preprocessing or processing.

i. Once processing is complete, an additional button titled **View Log** is displayed for viewing detailed status information about the import.

j. Click the **View Detail Log** button to review the list of imported records.

k. Click **Exit** to return to the main menu.

Note: QB Payments that are not assigned to an Invoice are skipped during the import and the QB payment information is included in the log file. Be aware that this could be a valid transaction if customers prepaid for goods or services.

Note: Only the parts of a QB payment applied to an invoice are created as payments in Results.

Note: QBI ignores check refunds and they are not recorded as payments in Results.

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28. Importing Purchase Orders

To import Purchase Orders, please refer to the steps in the Importing Sales Order section. On the QBI screen, select the Purchase Order option under the Import column.

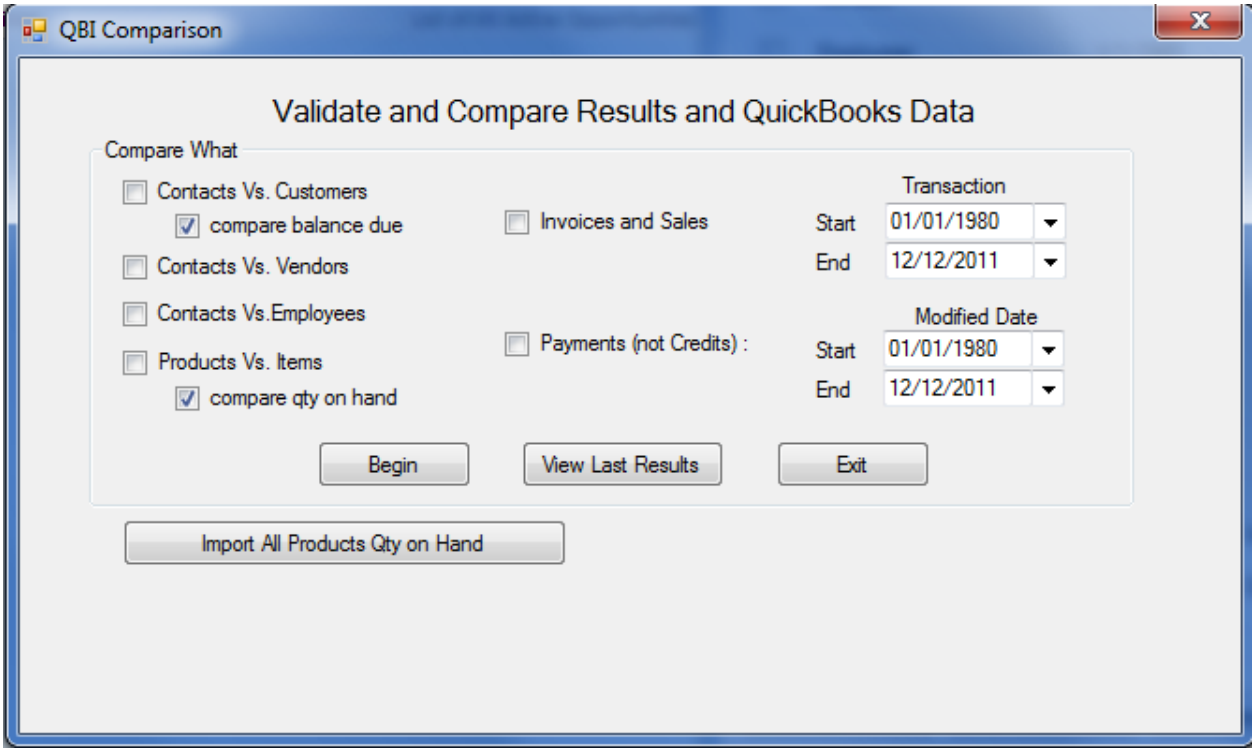
29. Importing All Quantities on Hand

QBI will synchronize the sales of any products between QB and Results. However, additions made to stock via purchases need to be manually added to Results in order to keep the quantities synchronized.

Note: This task is not run during any automated processing.

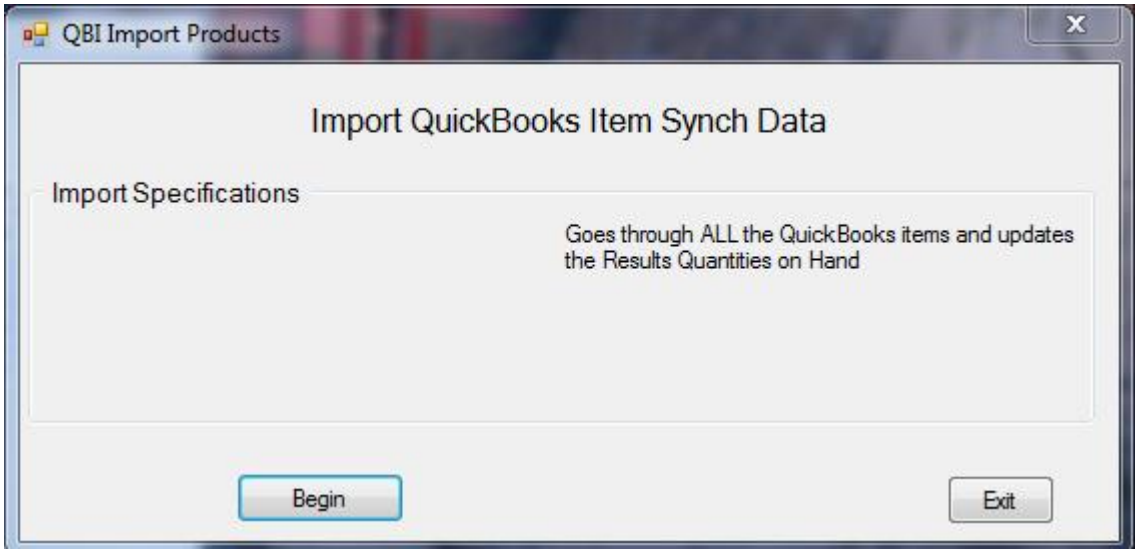
a. From the QBI screen, click the **QBI Validating** button. The following screen displays:

QBI Validating Screen



b. Click **Import All Products Qty on Hand**. The following screen displays:

QBI Import: Products/ Items Data



c. Click **Begin** to start the process. At completion, view the log or exit.

Note: Depending on the number of products, importing and updating every product may take a long time.

30. Exporting Customers, Associates, Projects, Vendors and Employees

Results contacts designated as QuickBooks customers via the Contact Type can be exported to the QuickBooks customer list. If selected, Associates can be exported as Jobs. Similarly, contacts designated as QuickBooks vendors via their corresponding Contact Types can be exported to the corresponding QuickBooks Vendor list.

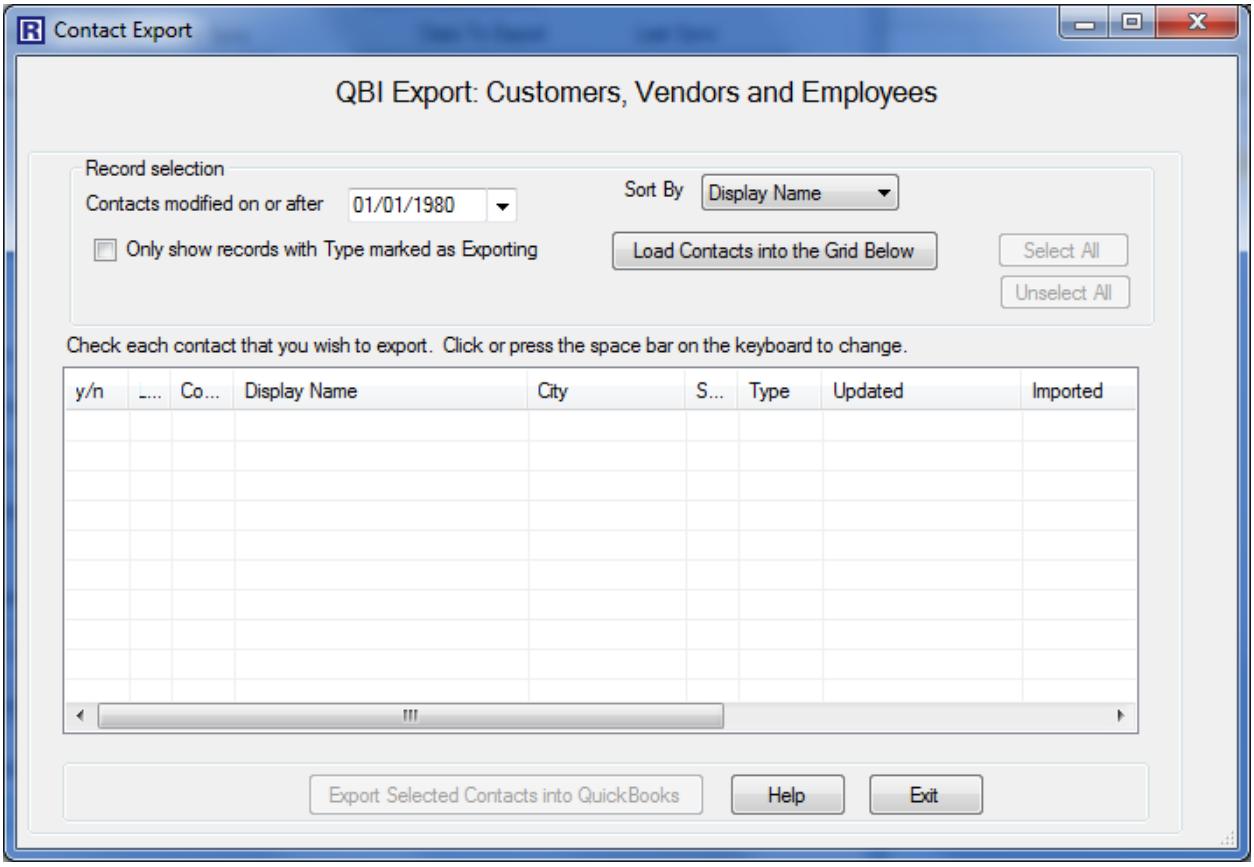
During an Export, Contacts that are already in QuickBooks are updated. The Results Display Name is used as a unique code in QuickBooks; therefore, you cannot export two records with the same Display Name.

a. From the QBI screen, click **Clear All** to uncheck any boxes.

b. Select check the **Customers, Associates, Vendors & Employees** checkbox.

c. Click **Synchronize All Selected Items**. The following screen displays:

QBI Contact Export



d. **Contacts modified on or after:** Under normal operation, this field does not need to be modified. However, if restoring a Results database from backup, change this date to transfer the desired record set. Only records modified or added on or after these dates will be exported.

e. Use the **Sort By** field to select the sort order of the records in the grid.

f. **Only show records with Type marked as Exporting:** Check this box to exclude records that have not been specified as a Customer, Vendor or Employee in the configuration.

g. Click **Load Contacts into the Grid Below** to populate the selection grid. The grid will populate with the requested information.

h. The "Y/N" column indicates if the record will be exported (y) or not (n). Review the information in this column and change the settings as necessary by clicking in the cell that you want to change. You can also use the *Select All* or *Unselect All* buttons to globally replace all "Y" and "N" values.

i. At the bottom of the *Record Selection* frame is a label indicating how many records were loaded into the grid. If all records were not loaded, you will need to process additional records after exporting the current grid contents. This will be discussed shortly.

j. Click the **Export Selected Contacts into QuickBooks** button to start the export. The screen will indicate which record is being processed.

k. When the processing has finished, click **OK** to return to the selection grid or **View Log** to display the log in Notepad. Any potential data discrepancies are shown in the log.

l. If additional contacts are to be exported, click the **Load Next Set of Contacts** button in the **Record Selection** frame. Repeat the export steps until all contacts have been processed.

31. Exporting Products and Items

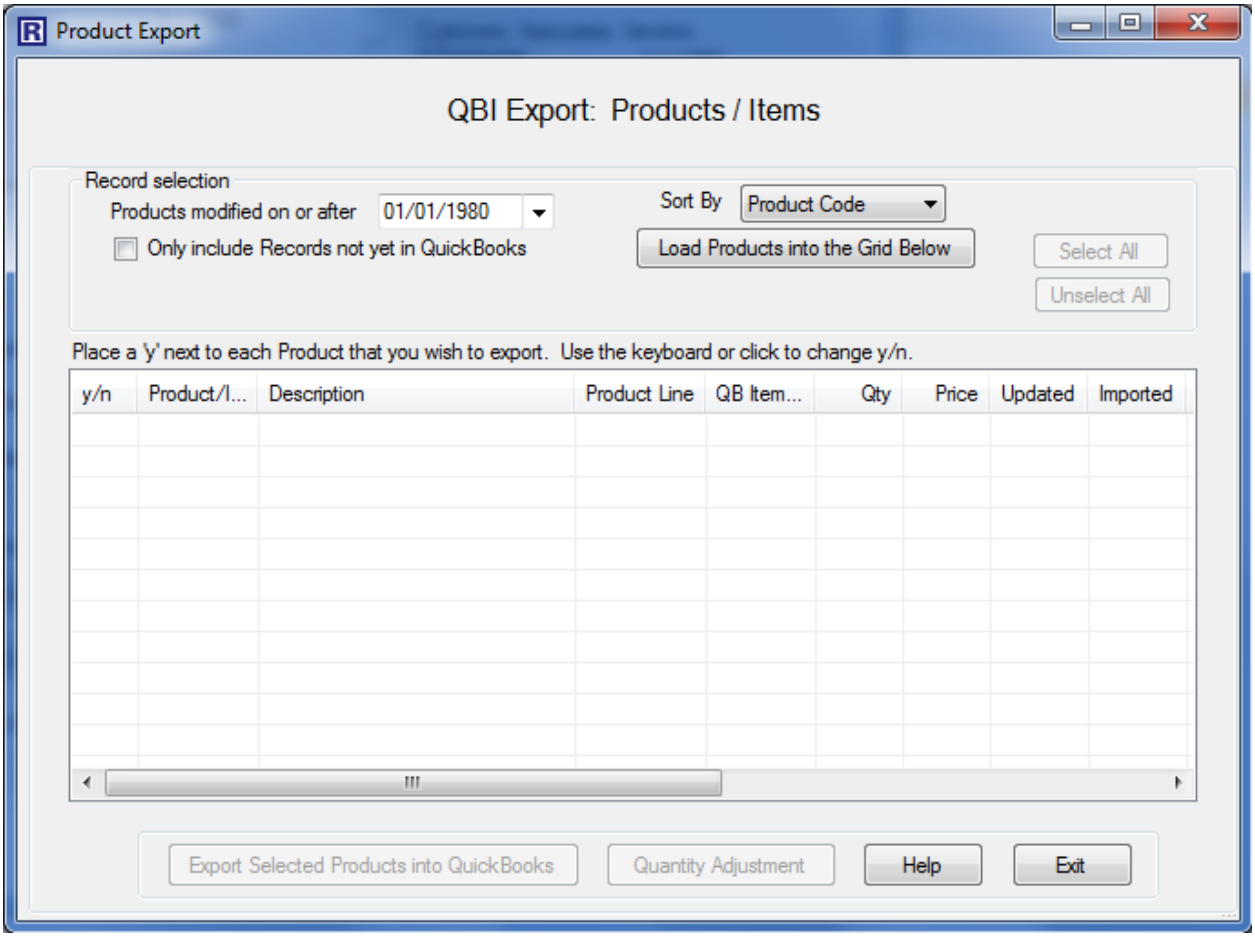
Results products can be exported to QuickBooks Items. Products that already exist in QuickBooks are not modified. When a product is exported, it will be assigned a QuickBooks Product Type and QuickBooks Account, both of which are assigned in the configuration set up. See the section on Configuration Options for details.

a. From the QBI screen, click **Clear All** to uncheck any boxes.

b. Select the **Products / Items** checkbox under the Export column.

c. Click **Synchronize All Selected Items** to bring up the following screen:

QBI Export: Products / Items Screen



d. **Products modified on or after:** Under normal operation, this field does not need to be modified. However, if restoring a Results database from backup, change this date to transfer the desired record set. Only records modified or added on or after these dates will be included in the Export.

e. Use the **Sort By** field to select the sort order of the records in the grid.

f. To exclude records that have already been exported to QB, select the **Only include Records not yet in QuickBooks checkbox.**

g. Click **Load Products into the Grid Below** to populate the selection grid. The grid will populate with the requested information.

h. The "Y/N" column indicates if the record will be exported (y) or not (n). Review the information in this column and change the settings as necessary by clicking in the cell that you want to change. You can also use the **Select All** or **Unselect All** buttons to globally replace all "Y" and "N" values.

i. At the bottom of the *Record Selection* frame is a label indicating how many records

were loaded into the grid. If not all of the records were loaded, you will need to process additional records after exporting the current grid contents. This will be discussed shortly.

j. Click the **Export Selected Products into QuickBooks** button to start the export. The screen will indicate which record is being processed.

k. When the processing has finished, click **OK** to return to the selection grid or *View Log* to display the log in Notepad. Any potential data discrepancies are shown in the log.

l. If additional products are to be exported, click the **Load Next Set** button in the *Record Selection* frame. Repeat the export steps until all products have been processed.

32. Exporting Timesheets

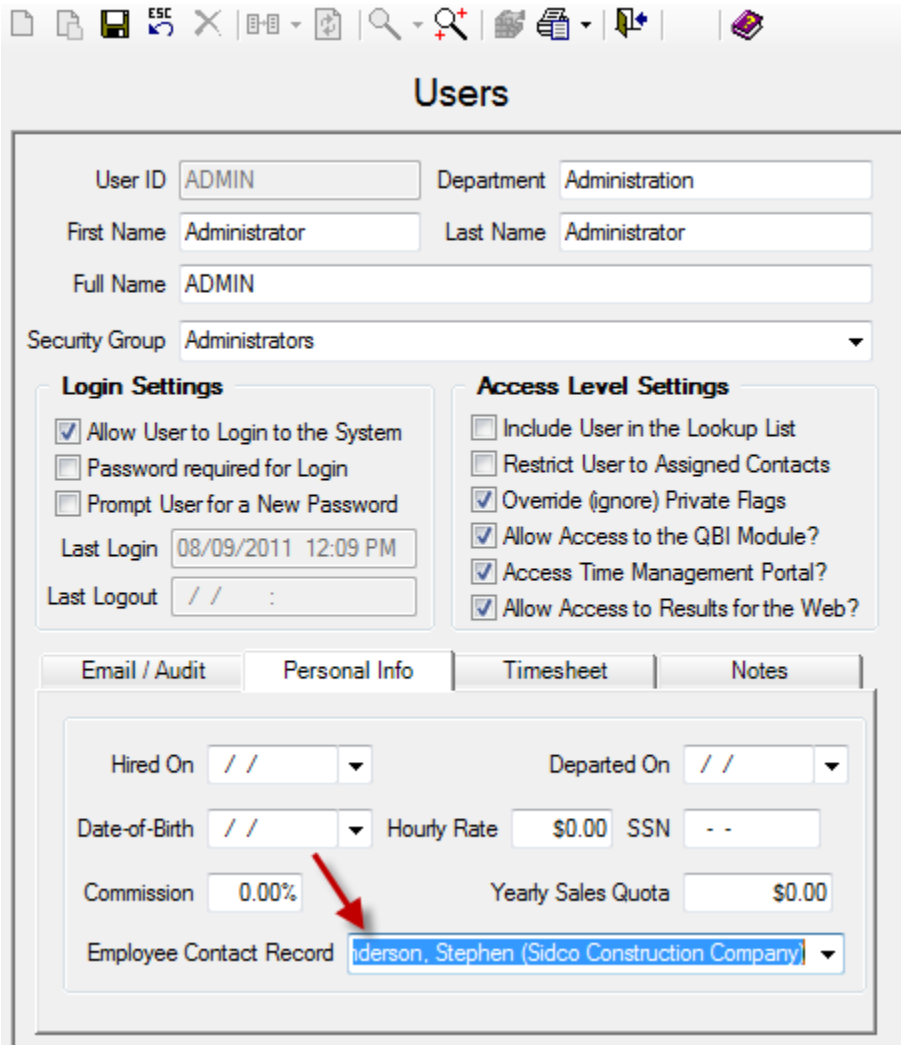
Before you can export timesheets, you must first create a link between Results Users and QuickBooks employees.

a. Confirm there is a Results Contact type for Employees. Navigate to Tools, Lookup Table Maintenance, Contacts Lookup Tables, Contact Types. Note the Contact Type for employees. If there is not an Employee Contact Type, you will need to create one. You will then need to set up that Contact Type as an Employee on the QBI Screen.

b. Create a Results contact record for each employee. Set the contact type to the one selected in Step a. Export the Employees to QuickBooks. Go to Tools, QuickBooks Synchronization and use Export Customers, Associates, Vendors & Employees.
OR
If your employees are already in QuickBooks, import them as Contacts.

c. Associate each user with their contact record. In Results, go to Tools, Security Maintenance, and Users Maintenance. For each Results User record, go to the "Personal Info" tab and select the corresponding employee contact record.

System Users



d. When you go to export the timesheets, the "Assigned To QB ID" column will be populated with QuickBooks's 18 character code for each employee.

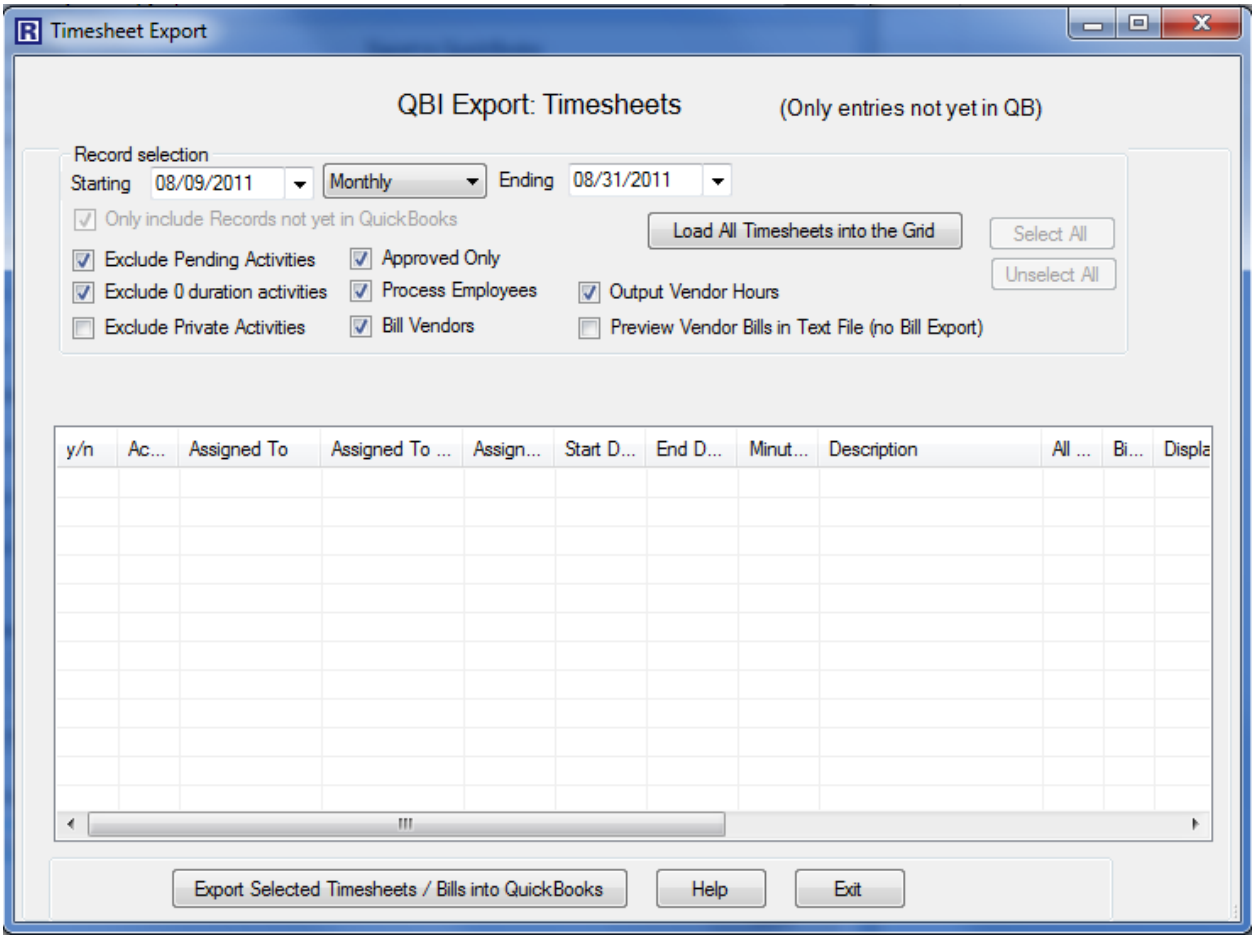
To Export Timesheets:

a. From the QBI screen, click **Clear All** to uncheck any boxes.

b. Select the **Export Timesheets** checkbox.

c. Click **Synchronize All Selected Items** to bring up the following screen:

QBI Export: Timesheet Screen



d. Modify and populate the fields within the *Record Selection* box as necessary.

e. Click the **Load All Timesheets into the Grid Below** button to populate the selection grid. The grid will populate with the requested information.

f. The "Y/N" column indicates if the record will be exported (y) or not (n). Review the information in this column and change the settings as necessary by clicking in the cell that you want to change. You can also use the *Select All* or *Unselect All* buttons to globally replace all "Y" and "N" values.

g. Click the **Export Selected Timesheets / Bills into QuickBooks** button to start the export. The screen will indicate which record is being processed.

h. When the processing has finished, click **OK** to return to the selection grid or **View Log** to display the log in Notepad. Any potential data discrepancies are shown in the log.

i. If additional time sheets need to be exported, click the **Load Next Set** button in the *Record Selection* frame. Repeat the export steps until all products have been processed.

33. Exporting Quotes/Estimates

Results Quotes can be exported to QuickBooks. Results Quotes that were imported from QuickBooks as Estimates cannot be exported. Estimates that already exist in QuickBooks will be modified, but line items cannot be added or removed if the "Allow Synch to update QB with all additions & deletions of Line Items of Invoices and Sales Orders previously exported to QB?" option is not selected on the Misc. Tab of the QBI Configuration screen.

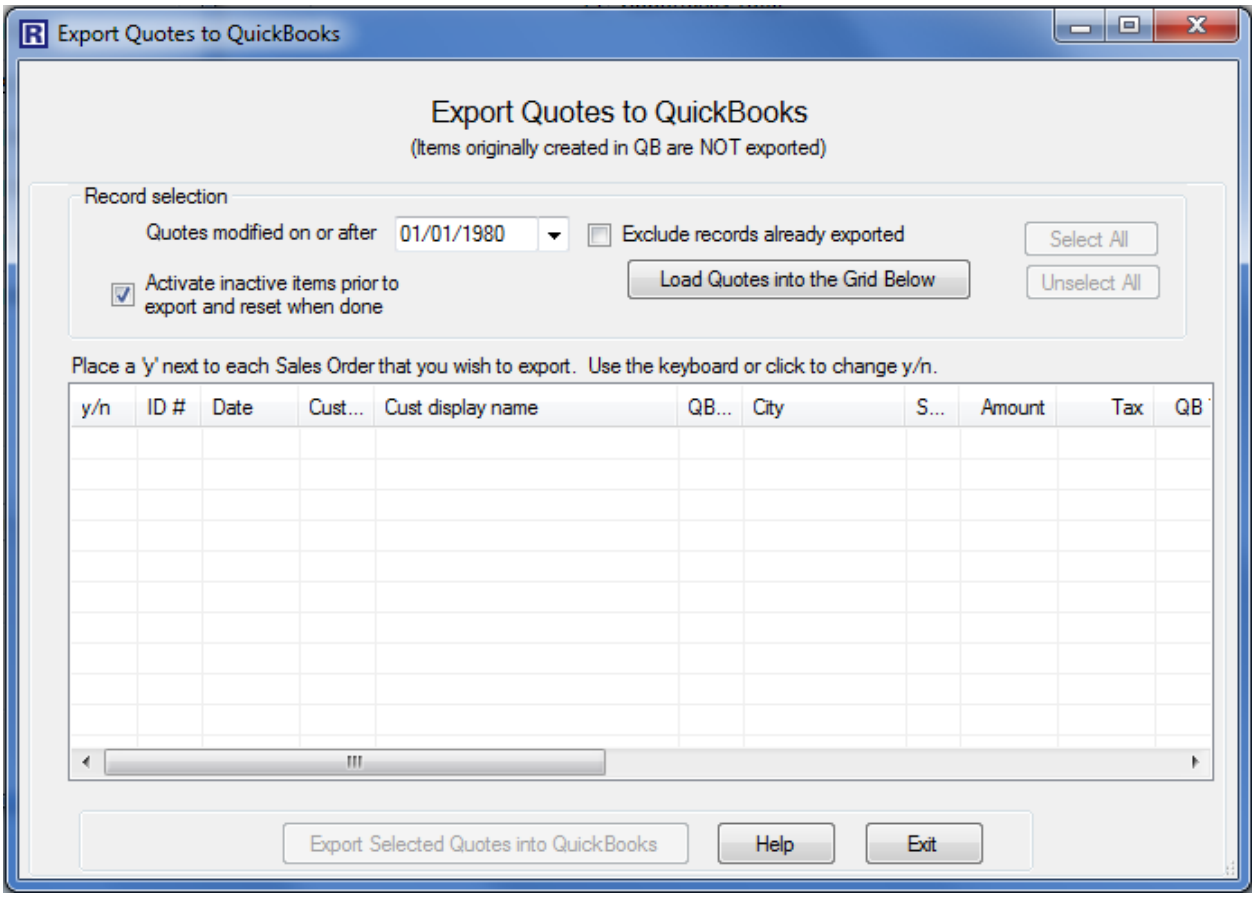
To Export Quotes / Estimates:

a. From the QBI screen, click **Clear All** to uncheck any boxes.

b. Select the **Sales Orders** checkbox under the Export column.

c. Click **Synchronize All Selected Items** to bring up the following screen:

QBI Export: Quotes / Estimates Screen



d. **Quotes modified on or after:** Under normal operation, this field does not need to be modified. However, if restoring a Results database from backup, change this date to transfer the desired record set. Only records modified or added on or after these dates will be included in the next transfer.

e. **Activate Inactive Items:** Check this box if you are importing old Quotes/Estimates which might contain items that are now inactive in QB. If checked, QBI will then temporarily change those items to active so they can be imported properly into the Sales Orders.

f. **Exclude Records already Exported:** Selecting this option will remove from the grid any Quote that was already exported to QB.

g. Click **Load Quotes into the Grid Below** to populate the selection grid. The grid will populate with the requested information.

h. The "Y/N" column indicates if the record will be exported (y) or not (n). Review the information in this column and change the settings as necessary by clicking in the cell that you want to change. You can also use th*e* **Select All** or **Unselect All** buttons to globally replace all "Y" and "N" values.

i. At the bottom of the *Record Selection* frame is a label indicating how many records were loaded into the grid. If all records were not loaded, you will need to process additional records after exporting the current grid contents. This will be discussed shortly.

j. Click the **Export Selected Quotes into QuickBooks** button to start the export. The screen will indicate which record is being processed.

k. When the processing has finished, click **OK** to return to the selection grid or **View Log** to display the log in Notepad. Any potential data discrepancies are shown in the log.

l. If additional Quotes are to be exported, click the **Load Next Set** button in the *Record Selection* frame. Repeat these steps until all records have been exported.

34. Exporting Sales Orders

Results Sales Orders can be exported to QuickBooks. Results Sales Orders that were imported from QuickBooks cannot be exported. Sales Orders that already exist in QuickBooks will be modified, but line items cannot be added or removed if the "Allow Synch to update QB with all additions & deletions of Line Items of Invoices and Sales Orders previously exported to QB?" option is not selected on the Misc. Tab of the QBI Configuration screen.

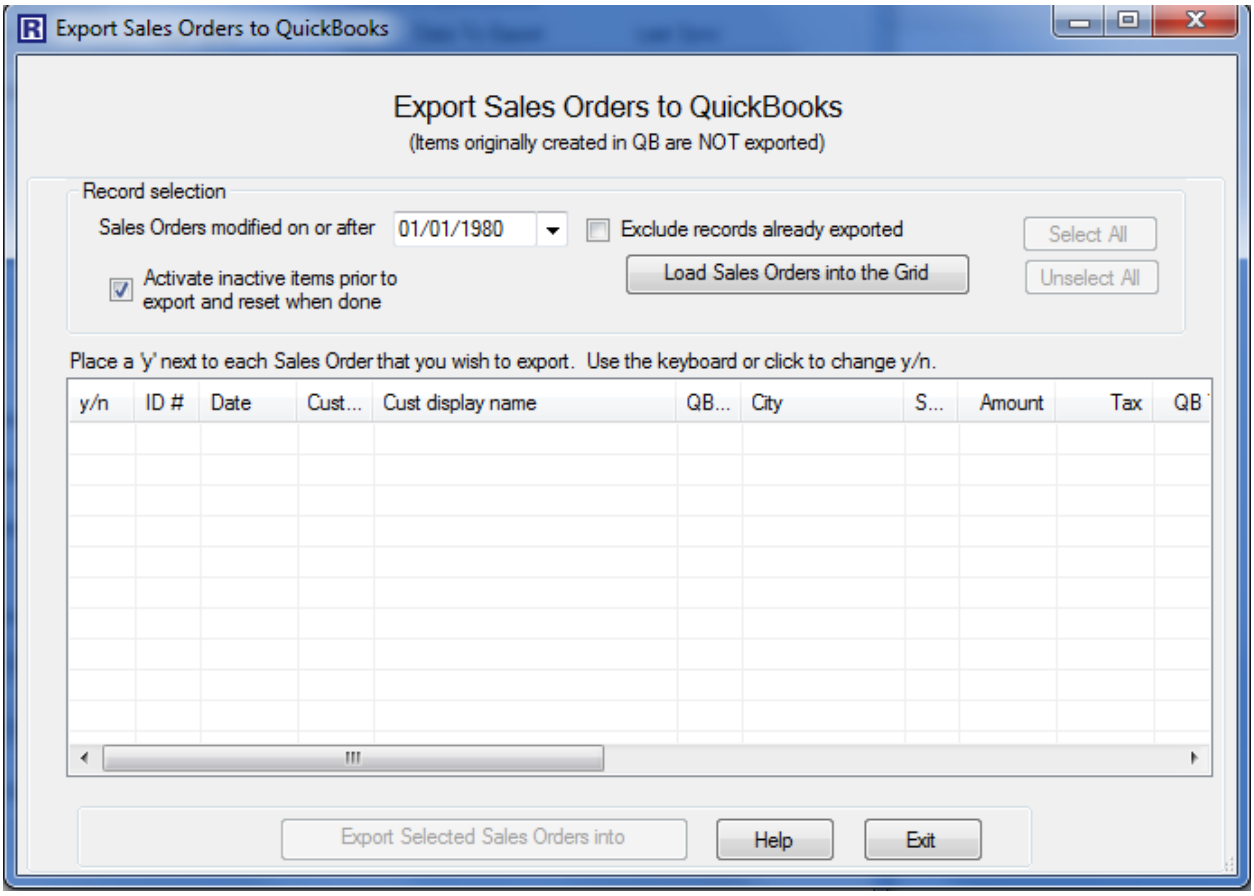
To Export Sales Orders:

a. From the QBI screen, click **Clear All** to uncheck any boxes.

b. Select the **Sales Orders** checkbox under the Export column.

c. Click **Synchronize All Selected Items** to bring up the following screen:

QBI Export: Sales Order Screen



d. **Sales Orders modified on or after:** Under normal operation, this field does not need to be modified. However, if restoring a Results database from backup, change this date to transfer the desired record set. Only records modified or added on or after these dates will be included in the next transfer.

e. **Activate Inactive Items:** Check this box if you are importing old Sales Orders which might contain items that are now inactive in QB. If checked, QBI will then temporarily change those items to active so they can be imported properly into the Sales Orders.

f. **Exclude Records already Exported:** Selecting this option will remove from the grid any Sales Order that was already exported to QB.

g. Click **Load Sales Order into the Grid Below** to populate the selection grid. The grid will populate with the requested information.

h. The "Y/N" column indicates if the record will be exported (y) or not (n). Review the information in this column and change the settings as necessary by clicking in the cell that you want to change. You can also use th*e* **Select All** or **Unselect All** buttons to globally replace all "Y" and "N" values.

i. At the bottom of the *Record Selection* frame is a label indicating how many records were loaded into the grid. If all records were not loaded, you will need to process additional records after exporting the current grid contents. This will be discussed shortly.

j. Click the **Export Selected Sales Orders into QuickBooks** button to start the export. The screen will indicate which record is being processed.

k. When the processing has finished, click **OK** to return to the selection grid or **View Log** to display the log in Notepad. Any potential data discrepancies are shown in the log.

l. If additional Sales Orders are to be exported, click the **Load Next Set** button in the *Record Selection* frame. Repeat these steps until all records have been exported.

35. Exporting Invoices and Credit Memos

Results Invoices and Credit Memos can be exported to QuickBooks. Results Invoices that were imported from QuickBooks cannot be exported. Invoices that already exist in QuickBooks will be modified, but line items cannot be added or removed if the "Allow Synch to update QB with all additions & deletions of Line Items of Invoices and Sales Orders previously exported to QB?**"** option is not selected on the Misc. Tab of the QBI Configuration screen.

Note: To create Credit Memos, create a separate Invoice with negative quantities. The total on that invoice will be negative and will offset the Results Invoice with a positive total. Next, enter "Credit Memo (###)" OR "Credit Note (###) in the Remarks field of the Invoice with the negative total. The ### represents the Invoice number you wish to Credit in QB.

Note: Your QuickBooks configuration must be set up properly. QuickBooks will calculate the tax amount for each exported invoice based on these configuration settings.

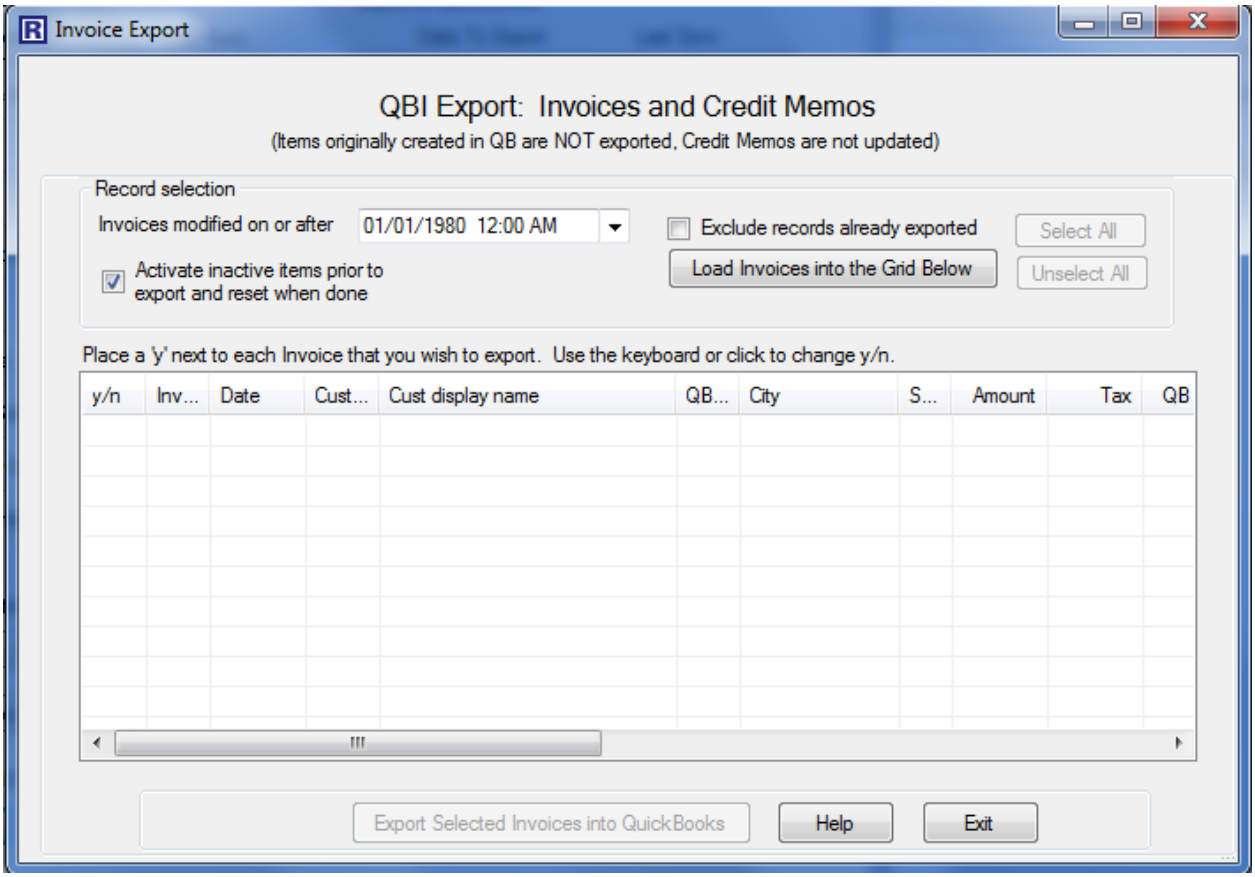
To Export Invoices and Credit Memos:

a. From the QBI screen, click **Clear All** to uncheck any boxes.

b. Select the **Invoices and Credits** checkbox under the Export column.

c. Click **Synchronize All Selected Items** to bring up the following screen:

QBI Export: Invoice & Credits Screen



d. **Invoices modified on or after:** Under normal operation, this field does not need to be modified. However, if restoring a Results database from backup, change this date to transfer the desired record set. Only records modified or added on or after these dates will be included in the next transfer.

e. **Activate Inactive Items:** If you are Exporting Invoices which might contain Discontinued/Inactive products/items, you should check this box. QBI will then temporarily change those items to active so they can be Exported properly.

f. **Exclude records already exported:** Filter from the result set any Invoices that have already been exported to QB.

g. Click **Load Invoice into the Grid Below** to populate the selection grid. The grid will

populate with the requested information.

h. The "Y/N" column indicates if the record will be exported (y) or not (n). Review the information in this column and change the settings as necessary by clicking in the cell that you want to change. You can also use th*e Select All* or *Unselect All* buttons to globally replace all "Y" and "N" values.

i. At the bottom of the *Record Selection* frame is a label indicating how many records were loaded into the grid. If all records were not loaded, you will need to process additional records after exporting the current grid contents. This will be discussed shortly.

j. Click the **Export Selected Invoices into QuickBooks** button to start the export. The screen will indicate which record is being processed.

k. When the processing has finished, click **OK** to return to the selection grid or **View Log** to display the log in Notepad. Any potential data discrepancies are shown in the log.

m. If additional Invoices are to be exported, click the **Load Next Set** button in the *Record Selection* frame. Repeat these steps until all records have been exported.

36. Exporting Payments & Credits

Payments that were entered in Results can be exported to QuickBooks. Payments that already exist in QuickBooks are modified if you have QuickBooks 2006 or later.

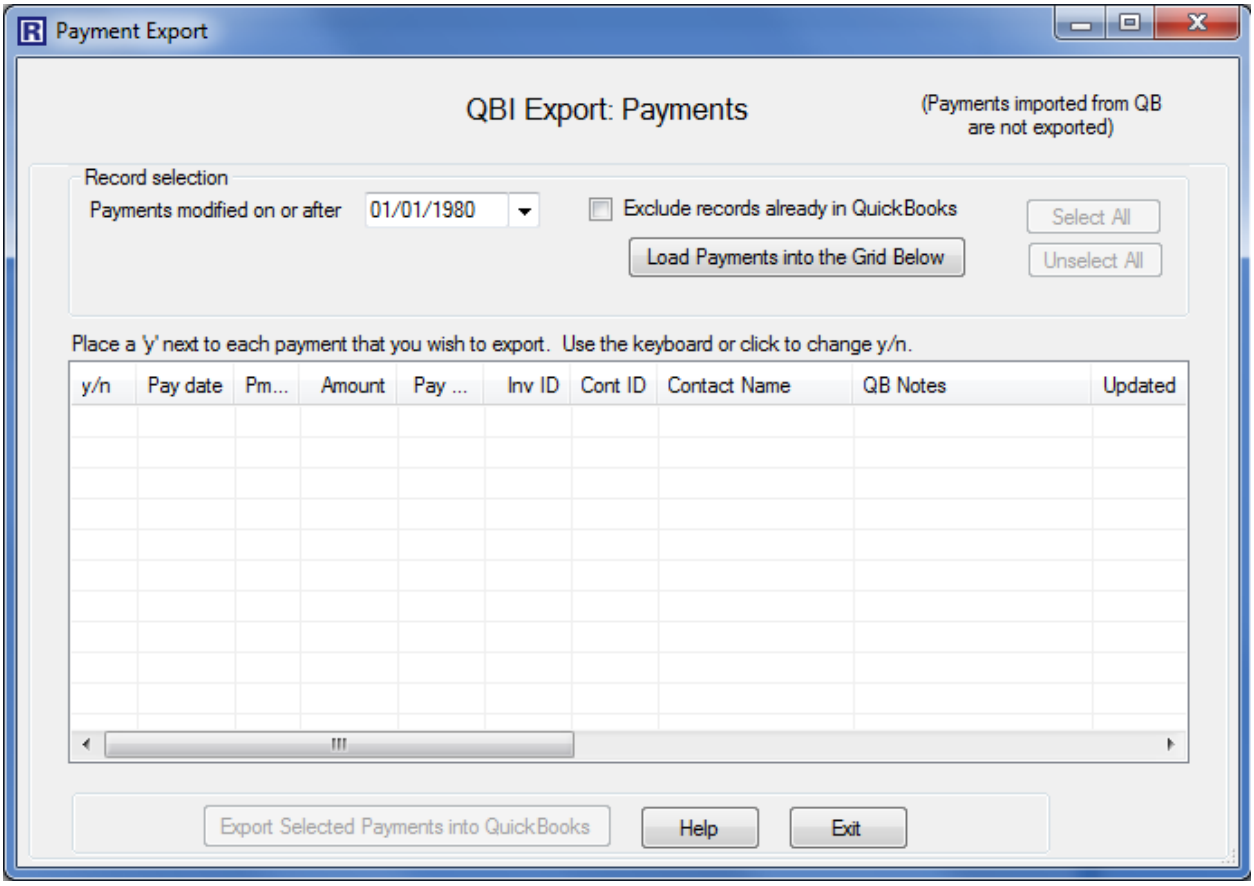
To export payments, the Results Payment Types must be matched to a QuickBooks Payment Type and a QuickBooks Accounts Receivable account must be designated. See the section on Configuration Options for additional details.

a. From the QBI screen, click **Clear All** to uncheck any boxes.

b. Select the **Payments and Credits** checkbox under the Export column.

c. Click **Synchronize All Selected Items** to bring up the following screen:

QBI Export: Payment & Credits Screen



d. **Payments modified on or after:** Under normal operation, this field does not need to be modified. However, if restoring a Results database from backup, change this date to transfer the desired record set. Only records modified or added on or after these dates will be included in the next transfer.

e. **Exclude records already in QuickBooks**: Filter from the result set any payments that have already been transferred to QB.

f. Click the **Load Payments into the Grid Below** button to fill the grid. The grid will populate with the requested information.

g. At the bottom of the *Record Selection* frame is a label indicating how many records were loaded into the grid. If not all of the records were loaded, you will need to process additional records after exporting the current grid contents. This will be discussed shortly.

h. The "Y/N" column indicates if the record will be exported (y) or not (n). Review the information in this column and change the settings as necessary by clicking in the cell that you want to change. You can also use the **Select All** or **Unselect All** buttons to globally replace all "Y" and "N" values.

i. Click the **Export Selected Payments into QuickBooks** button to start the export. The screen will indicate which record is being processed.

j. When the processing has finished, click **OK** to return to the selection grid or **View Log** to display the log in Notepad. Any potential data discrepancies are shown in the log.

k. If additional payments are to be exported, click the **Load Next Set** button in the *Record Selection* frame. Repeat these steps until all records have been exported.

Maintaining QBI Synchronization

Once your initial set up is complete, you must synchronize Results and QuickBooks data on a regular basis. You can do this in one of three ways:

Option 1: Global Import

Select the **Clear All** button from the QBI main menu to un-check all the boxes. Check all the boxes in the Import column. Click **Synchronize All Selected Items** to perform the functionality for each selected Import option. This process will run without interruption and will update based on the date noted for each checkbox.

You can click the **Save Selection and Order as Defaults** button to keep these checkboxes as the defaults for the next time you enter the QBI main menu.

Option 2: Global Export

Select the **Clear All** button from the QBI main menu to un-check all the boxes. Check all the boxes in the Export column. Click **Synchronize All Selected Items** to perform the functionality for each Export option. This process will run without interruption and will update based on the date noted beside each checkbox.

You can click the **Save Selection and Order as Defaults** button to keep these checkboxes as the defaults for the next time you enter the QBI main menu.

Option 3: Global Synchronization

If you used QuickBooks as the Master Data Source:

a. Click the **Select All** button.

b. Select the **Imports before Exports** radio button.

c. Click the **Synchronize All Selected Items** button.

If you used Results as the Master Data Source:

a. Click **Select All** button.

b. Select the **Exports before Imports** radio button.

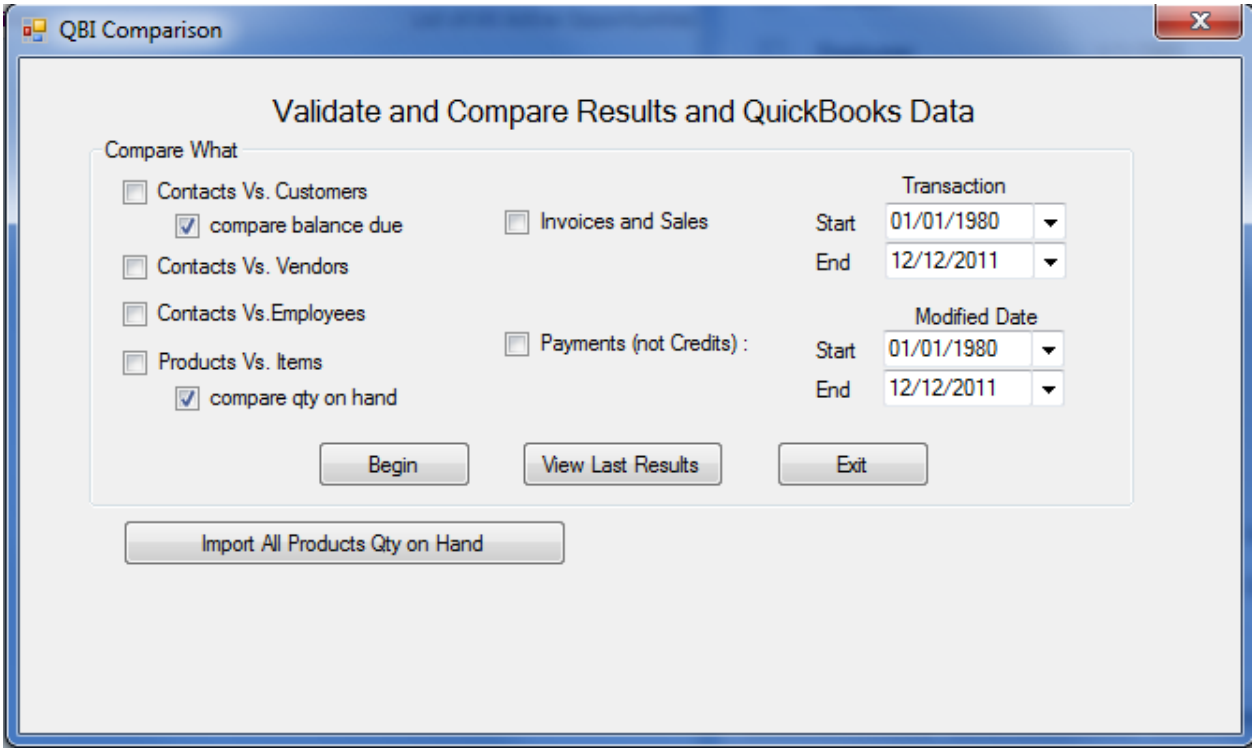
c. Click the **Synchronize All Selected Items** button.

Upon completion, a log with everything that was processed is displayed in Notepad.

How to Compare Results and QuickBooks Data

From the QBI screen, click the **QBI Validating** button to perform data comparisons between Results and QuickBooks records. This is useful for identifying missing records and data discrepancies. Comparisons between records can be filtered by transaction date.

QBI Validating Screen



Running QuickBooks Synchronization in Unattended Mode

QB can be set up to run in unattended mode. To do this, you will need to create a Shortcut (or a batch / program file) on your desktop and then schedule a task.

1. **Setup the Shortcut:**

   a) Make a copy of the Results shortcut that appears on your desktop.

   b) Right-click on the new icon to view the Properties.

   c) Copy this execution line and paste it at the end of the INI information displaying in Properties:

   –AutoQBSync=Y /UserID:<your User ID> /PW:<your password>/ImportExportAll

   In the execution line that you just pasted, replace the <your User ID> and the <your password> with your own User ID and Password.

   d) The execution line that you just pasted will perform all Imports and then all Exports. The following chart lists other options and behaviors that can replace the "ImportExportAll" portion of the execution line:

Replace With:	If you want to:
"ExportAll"	Perform all Exports only
"ImportAll"	Perform all Imports only
"ExportImportAll"	Performs all Exports and then all Imports
"ImportExportAll"	Performs all Imports and then all Imports
"RunSavedDefaults"	Perform the actions saved using *Save Selection and Order as Defaults*

   e) Double-click on the new shortcut to run the QBI as per the selected options OR schedule the shortcut to be executed at a specific time.

Warning: It is not advised to place the user ID and Password in a shortcut or easily accessible Batch file, since the data could be read by another user. Consult with your IT staff on best approach to secure this data for unattended operations.

2. **Schedule the Task:**

Using Windows XP or previous versions of Windows:

a) Navigate to your Control Panel and click on Scheduled Tasks.

b) Click on **Add Scheduled Task**.

c) Click **Next** until are asked to select the program you wish to run. At that point, click **Browse** and select the new shortcut that you created for QBI.

Using Vista or Windows 7:

a) Once at the **Control Panel**, click **System and Maintenance**, **Administrative Tools**, and then **Task Scheduler**.

b) Click the **Action** menu, and then click **Create Basic Task**.

c) Type a name for the task and an optional description, and then click **Next**.

d) Specify the schedule you want to use by clicking **Daily**, **Weekly**, or **Monthly. Cl**ick **Next**.

e) To schedule a program to start automatically, click **Start a program**, and then click **Next**.

f) Click **Browse** to find the new Results shortcut you just created, and then click **Next**.

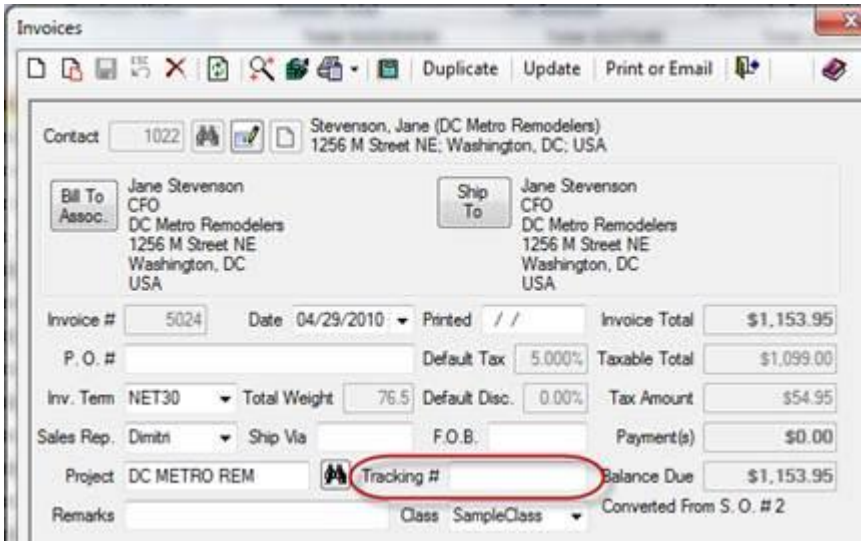
g) Click **Finish**.

Warning: If you decide to run QBI as a Scheduled Task, it is VERY important to check the QB Audit Logs on a regular basis so that your data synchronizes properly and does not get out of date.

Additional QBI Information

How to Import Tracking Numbers from QB into Results

You can automatically import a shipping tracking number from QuickBooks into Results CRM so it will appear in the "Tracking #" field on the Results Invoice.



To Import Tracking Numbers from QB into Results:

a. Place a "#" to the left of the Tracking Number in the **Memo** field of the QuickBooks Invoice. Place the tracking number and the "#" inside brackets.

For example, if the shipping tracking number is 12345ABC67890XYZ, then simply enter [#12345ABC67890XYZ] in the memo field.

b. After a QBI sync which imports invoices from QB into Results, the Results Invoice **Tracking #** field will be populated with the QB tracking number.

In our example, the field would display "12345ABC67890XYZ".

How to Handle Duplicate Accounts or Contacts

Merging duplicate accounts that have been synchronized from QuickBooks can keep your database clean so that Contact Information is up-to-date and account history is consolidated into one record.

To Merge Accounts, take the following actions in BOTH Results and in QuickBooks:

<u>In Results:</u> Use the "Combine Contacts" function in the Contacts Data Management Center (DMC). You will have the option of selecting a primary record and also selecting which information will be preserved. Refer to the Results User Manual for step-by-step

instructions on this feature. Note: You can scroll to the bottom of the list of fields to see which record(s) are already in QuickBooks by looking for data in these fields.

In QuickBooks: Use the equivalent feature of combining QB Customer Records, making sure the corresponding surviving Results Contact record is the same one that will be the surviving Customer record in QuickBooks. Refer to the QB User Manual for more information on combining records.

Warning: Neither of these methods is reversible.

Additional Information & Support

For additional information, contact our Support Team at: **Support@Results-Software.com**

APPENDIX –
Field Mapping for Results and QuickBooks Synchronization

Following are detailed mapping of the fields that are affected, per module, when QBI's Import or Export Synchronizations are performed.

QuickBooks Customers & Results Contacts Synchronization

QB Name	QB Size	Results Name	Results Size	Comments
Customer Name	41	Display Name	140	(Optional) Updates during export.
Mr. / Mrs. / …	15	Prefix	10	
First Name	25	First Name	30	
Middle Name	5	Middle Name	30	
Last Name	25	Last Name	30	
Suffix	10	Suffix	10	
(No field)		Salutation	60	Generated by QBI when importing a new record. Not updated during QBI sync.
Contact	41	Full Name	100	If Contact is blank during import, QB Name is used.
Company Name	41	Company Name	100	
Bill address, line 2	41	Address Line 1	50	
Bill address, line 3	41	Address Line 2	50	
Bill address, city	31	City	50	
Bill address, state	21	State	2	
Bill address, zip	13	Zip	10	
Bill address, country	31	Country	20	
Active	1	Contact Type	5	Only configured types are exported. Inactive only imported if an inactive type is selected. Active only imported if an active type is selected.

QB Name	QB Size	Results Name	Results Size	Comments
Phone	21	Office Phone	21	
		Extension	10	On export, add Extension to the end of the phone number with “x ….”
Fax	21	Fax	21	
		Extension	10	On export, add Extension to the end of the phone number with “x ….”
Alt Phone	21	Home Phone	21	
		Extension	10	On export, add Extension to the end of the phone number with “x ….”
Email	99	EMail	100	
Notes	4095	Notes	No limit	Optional. Shorter notes are never overwritten. There is also an option to save the Results ID into QB Notes.
Credit Limit	Numeric	Credit Limit	Numeric	On import, if QB Credit Limit is blank, Results uses 99 million.
Tax Rate	Numeric	Tax / Tax Item	Numeric	On Import, set to Results default tax rate. On Export, set to the default in QB.
Terms	31	Terms	10	Optional during export. Set via Terms Matching on Configuration screen.
Rep	31	Sales Rep	10	Optional during export. Set via Sales Rep Matching on Configuration screen.
VAT Code	Numeric	Vat Code	Numeric	UK Version only.

QuickBooks Vendors & Results Contacts Synchronization

QB Name	QB Size	Results Name	Results Size	Comments
Mr. / Mrs. / …	15	Prefix	10	
First Name	25	First Name	30	
Middle Name	5	Middle Name	30	
Last Name	25	Last Name	30	
Suffix	10	Suffix	10	
Customer Name	41	Display Name	140	Optional update this during export.
Contact	41	Full Name	100	If **Contact** is blank during import, **QB Name** is used.
Company Name	41	Company Name	100	
Bill address, line 2	41	Address Line 1	50	
Bill address, line 3	41	Address Line 2	50	
Bill address, city	31	City	50	
Bill address, state	21	State	2	
Bill address, zip	13	Zip	10	
Bill address, country	31	Country	20	
Active	1	Contact Type	5	Only configured types are exported. Inactive only imported if an inactive type is selected. Active only imported if an active type is selected
Phone	21	Office Phone	21	
		Extension	10	On export, add Extension to the end of the phone number with “x ….”
Fax	21	Fax	21	
		Extension	10	On export, add Extension to the end of the phone number with “x ….”
Alt Phone	21	Home Phone	21	

QB Name	QB Size	Results Name	Results Size	Comments
		Extension	10	On export, add Extension to the end of the phone number with “x ….”
Email	99	EMail	100	
Notes	4095	Notes	No limit	Optional. Shorter notes are never overwritten. There is also an option to save the Results ID into QB Notes.
Credit Limit	Numeric	Credit Limit	Numeric	On import, if QB Credit Limit is blank, Results uses 99 million.

QuickBooks Employee & Results Contacts Synchronization

QB Name	QB Size	Results Name	Results Size	Comments
Mr. / Mrs. / …	15	Prefix	10	
First Name	25	First Name	30	
Middle Name	5	Middle Name	30	
Last Name	25	Last Name	30	
Suffix	10	Suffix	10	
Customer Name	41	Display Name	140	Optional update during export.
Contact	41	Full Name	100	If **Contact** is blank during import, **QB Name** is used.
Company Name	41	Company Name	100	
Bill address, line 2	41	Address Line 1	50	
Bill address, line 3	41	Address Line 2	50	
Bill address, city	31	City	50	
Bill address, state	21	State	2	
Bill address, zip	13	Zip	10	
Bill address, country	31	Country	20	
Active	1	Contact Type	5	Only configured types are exported. Inactive only imported if an inactive type is selected. Active only imported if an active type is selected
Phone	21	Office Phone	21	
		Extension	10	On export, add Extension to the end of the phone number with “x ….”
Fax	21	Fax	21	
		Extension	10	On export, add Extension to the end of the phone number with “x ….”
Alt Phone	21	Home Phone	21	

QB Name	QB Size	Results Name	Results Size	Comments
		Extension	10	On export, add Extension to the end of the phone number with “x ….”
Email	99	Email	100	
Notes	4095	Notes	No limit	Optional. Shorter notes are never overwritten. There is also an option to save the Results ID into QB Notes.

QuickBooks Customer Jobs & Results Projects / Sales Opportunities Sync.

QB Name	QB Size	Results Name	Results Size	Comments
Job Name	15	Code	15	On import, right part of Job Name
QB Customer		Contact ID	Numeric	ID of Job Owner in Results
(No field)	254	Project/Opp name	254	On import, Contact Name + Company name
(No field)	254	Description	254	On import, Job Description + Bill To + Phone numbers + Ship To
(No field)	254	Project/Opp type	254	Import only, Results default
(No field)	254	Project/Opp stage	254	Import only, Results default
(No field)	254	Project/Opp status	254	Import only, Results default
Notes	111	Notes	No limit	
(No field)		Is opportunity	1	On import, if there are no $ transactions for the job, it is an Opportunity, otherwise it is a Project
Created Date	Date	Project started	Date	Imported and set for Projects
Created Date	Date	Contract approved date	Date	Imported and set for Projects
Created Date	Date	Opportunity created	Date	Imported and set for Sales Opportunity
List ID	36	QBI List ID	36	Internal use only (users do not see this data)

Note: Results Projects are exported. Once exported, Projects are not updated.

Items / Products Synchronization

QB Name	QB Size	Results Name	Results Size	Comments
Full Name	100	Product Code	35	The last part of the QB Product Full Name regardless of Hierarchy
Description	111	Description	No limit	
(No field)	254	Product category	10	On import, left part of sub-item name
Purchase cost	Numeric	Cost	Numeric	
Sales Price	Numeric	Price	Numeric	
My taxable	1	Taxable	1	
My service	1	Service	1	
My track qty	1	Track qty on hand	1	
Quantity on hand	Numeric	Qty on hand	Numeric	
Reorder point	Numeric	Reorder level	Numeric	
Inactive	1	Discontinued	1	
Sales tax full name	111	VAT code	6	UK Only
Gen QB prod type	111	QB product type	50	
Item Type	111	QB track cost	1	On import, set to true if it is an Inventory item
Full name	254	QB product code	254	
Is Active	1	Discontinued	1	Sync as opposite. If active then not discontinued
Tax Code	1	Taxable	1	On import, Taxable is true if the Tax Code in QB is taxable
Item Type: Service	5	Service	1	On import, Service is true if item is a Service Type in QB

QuickBooks Estimates Import to Results Quotes

QB Name	QB Size	Results Name	Results Size	Comments
QB Line item name	100	Product code	35	
	Numeric	Print sequence	Numeric	Generated during import
		Ordered date	Date	Import only, from invoice header
Description	4096	Description	No limit	
Quantity	Numeric	Qty ordered	Numeric	
Quantity	Numeric	Qty shipped	Numeric	
Rate	Numeric	Unit price	Numeric	
Amount	Numeric	Total price	Numeric	
Tax	Numeric	Taxable	Numeric	
Tax	Numeric	Tax Amount	Numeric	
		Sales rep	20	Same as heading
Transaction line id	36	QBI transaction line ID	36	Internal use only (users do not see this data)
Job name	41	Project code	41	
Sales tax code	Numeric	VAT code	Numeric	UK only
Class	31	Class code	31	

Note: Imports new estimates only. QB 2006 or later

QuickBooks Estimates Line Items Import to Results Quotes Line Items

QB Name	QB Size	Results Name	Results Size	Comments
Reference Number	Numeric	Invoice ID	Numeric	On export, option to use Results ID as QB Reference Number
Customer	Numeric	Contact ID	Numeric	
Transaction Date	Date	Invoice Date	Date	
PO number	30	Purchase order	30	
Term	100	Term	10	Matched in configuration
Sales Rep	20	Sales rep	20	Matched in configuration
Sales tax percentage	Numeric	Tax rate	Numeric	
Ship method	15	Ship via	20	
FOB	13	F OB	20	
Memo	4096	Remarks	100	
	Numeric	Bill to Associate	Numeric	Results default or Ship To if address is the same
Bill To Address		Bill to Address		QB info filled when exporting
	Numeric	Ship to Associate	Numeric	Results default or Associate connected to QB Job
Ship To Address		Ship to Address		QB info filled when exporting
Ref number	21	QB Estimate No	25	Import only
Job name	41	Project code	41	
Class	31	Class code	31	
Customer Message	100	Notes	No limit	Import only

Sales Orders Synchronization

QB Name	QB Size	Results Name	Results Size	Comments
Reference Number	Numeric	Sales Order ID	Numeric	On export, option to use Results ID as QB Reference Number
Customer	Numeric	Contact ID	Numeric	
Transaction date	Date	Invoice date	Date	
P O number	30	Purchase order	30	
Term	100	Term	10	Matched in configuration
Sales Rep	20	Sales rep	20	Matched in configuration
Sales tax percentage	Numeric	Tax rate	Numeric	
Ship method	15	Ship via	20	
FOB	13	FOB	20	
Memo	4096	Remarks	100	
	Numeric	Bill to Associate	Numeric	Results default or Ship To if address is the same
Bill To Address		Bill to data		QB info filled when exporting
	Numeric	Ship to Associate	Numeric	Results default or Associate connected to QB Job
Ship To Address		Ship to Address		QB info filled when exporting
Ref number	21	QBI Invoice No	25	Import only

Sales Orders Line Items Details Synchronization

QB Name	QB Size	Results Name	Results Size	Comments
Reference Number	Numeric	Invoice ID	Numeric	On export, option to use Results ID as QB Reference Number
Customer	Numeric	Contact ID	Numeric	
Transaction date	Date	Invoice date	date	
P O number	30	Purchase order	30	
Term	100	Term	10	Matched in configuration
Sales Rep	20	Sales rep	20	Matched in configuration
Sales tax percentage	Numeric	Tax rate	Numeric	
Ship method	15	Ship via	20	
F OB	13	FOB	20	
Memo	4096	Remarks	100	
	Numeric	Bill to Associate	Numeric	Results default or Ship To if address is the same
Bill To Address		Bill to Address		QB info filled when exporting
	Numeric	Ship to Associate	Numeric	Results default or Associate connected to QB Job
Ship To Address		Ship to Address		QB info filled when exporting
Ref number	021	QBI Invoice No	25	Import only
Job name	041	Project code	41	
	Numeric	Converted from sales order ID	Numeric	Import only
	Date	Converted from sales order on	Date	Import only
Class	31	Class code	31	
Customer Message	100	Notes	No limit	Import only

Invoices Synchronization

QB Name	QB Size	Results Name	Results Size	Comments
Reference Number	Numeric	Invoice ID	Numeric	On export, option to use Results ID as QB Reference Number
Customer	Numeric	Contact ID	Numeric	
Transaction date	Date	Invoice date	Date	
P O number	30	Purchase order	30	
Term	100	Term	10	Matched in configuration
Sales Rep	20	Sales rep	20	Matched in configuration
Sales tax percentage	Numeric	Tax rate	Numeric	
Ship method	15	Ship via	20	
FOB	13	FOB	20	
Memo	4096	Remarks	100	
	Numeric	Bill to Associate	Numeric	Results default or Ship To if address is the same
Bill To Address		Bill to data		QB info filled when exporting
	Numeric	Ship to Associate	Numeric	Results default or Associate connected to QB Job
Ship To Address		Ship to data		QB info filled when exporting
Ref number	21	QBI Invoice No	25	Import only
Job name	41	Project code	41	
	Numeric	Converted from sales order ID	Numeric	Import only
	Date	Converted from sales order on	Date	Import only
Class	31	Class code	31	
Customer Message	100	Notes	No limit	Import only

Invoice Line Item Details Synchronization

QB Name	QB Size	Results Name	Results Size	Comments
QB Line item name	100	Product code	35	
	Numeric	Print sequence	Numeric	Generated during import
Gen service date	Date	Ordered date	Date	
Description	4096	Description	No limit	
Quantity	Numeric	Qty ordered	Numeric	
Quantity	Numeric	Qty shipped	Numeric	
Rate	Numeric	Unit price	Numeric	
Amount	Numeric	Total price	Numeric	
Tax	Numeric	Taxable	Numeric	
Tax	Numeric	Tax amount	Numeric	
VAT code	6	VAT code	6	UK Only
		Sales rep	20	Same as heading
Transaction line id	36	QBI transaction line ID	36	Internal use only (users do not see this data); Transaction line ID
Job name	41	Project code	41	
Sales tax code	Numeric	VAT code	Numeric	UK version only.
Class	31	Class code	31	

Payments & Credit Memo Synchronization

QB Name	QB	Results Name	Results Size	Comments
Reference Number	20	Payment ID	Numeric	On export, option to use Results ID as QB Reference Number
Customer	20	Contact ID	20	
Invoices Paid	20	Invoice ID	20	
Amount applied to transaction	Numeric	Payment amount	Numeric	
Transaction date	Date	Payment date	Date	
Payment Method	5	Payment type	5	Done via Payment Matching in configuration
Ref number	21	Payment reference	20	
Memo	4095	Description	100	
Job name	111	Project code	41	

Note: Credit Memo synchronization occurs along with Payment Synchronization.

Each QB Credit Memo that is allocated to an Invoice will generate a new line item on the Invoice for the amount of the credit. Any taxes credited will be applied to the first invoice credited and the line item will be reduced by that amount. If a refund is given, a new invoice will be created for negative that amount; a negative payment will also be generated. Items on the credit memo will be restocked and the quantity sold to date will be adjusted.

QuickBooks Purchase Orders Import

QB Name	QB Size	Results Name	Results Size	Comments
	Numeric	Purchase order ID	Numeric	Next open PO number
Customer	Numeric	Contact ID	Numeric	
Transaction date	Date	Order date	date	
Term	10	Term	10	
Gen res sales rep	20	Sales rep	20	
Sales Tax %	Numeric	Tax rate	Numeric	
Ship Method	15	Ship via	20	
F O B	13	F O B	20	
Gen memo	999	Notes	No limit	
Vendor msg	99	Remarks	254	
Transaction ID	36	QBI Transaction ID	36	Internal use only (users do not see this data)
Ref number	21	QB order no	25	
Is fully received	1	Open purchase order	1	
Due Date	Date	Due Date	Date	
Expected date	Date	Expected date	Date	
Class	111	Class Code	31	
Vendor Message	100	Notes	No limit	

Purchase Orders Line Items Details Import

QB Name	QB Size	Results Name	Results Size	Comments
QB Line item name	100	Product code	35	
	Numeric	Print sequence	Numeric	Generated during import
		Ordered date	Date	From order header
Description	4096	Description	No limit	
Quantity	Numeric	Qty ordered	Numeric	
Quantity Received	Numeric	Qty Received	Numeric	
Rate	Numeric	Unit price	Numeric	
Amount	Numeric	Total price	Numeric	
Tax	Numeric	Taxable	Numeric	
Tax	Numeric	Tax amount	Numeric	
		Sales rep	20	Same as heading
Transaction line id	36	QBI transaction line ID	36	Internal use only (users do not see this data)
Job name	41	Project code	41	
Sales tax code	Numeric	VAT code	Numeric	UK only
Class	31	Class code	31	

Results Timesheet Export

QB Name	QB Size	Results Name	Results Size	Comments
Employee Name	Numeric	Contact Display Name	Numeric	The contact is determined from the Results Users' maintenance Employee Contact Record
Transaction Date	Numeric	Activity Date	Numeric	
Customer: Job	31	Linked Contact	Numeric	Who the work was done for
Service Item	Numeric	Bill To Item	Numeric	
Duration	Numeric	Duration	Numeric	
Class	Numeric	Class	Numeric	Optional
Wage Type	Numeric	Wage Type on Timesheet	Numeric	Optional if Timesheets are used for payroll
Notes	4096	Description	254	
Is Billable	1	Billable	1	

Note: Timesheets are a series of Activities. The Timesheet export takes those activities and generates QuickBooks Time Tracking records.

Class Code Synchronization

QB Name	QB Size	Results Name	Results Size	Comments
Class Name	31	Code	31	
		Description	100	On import, set to Class Name. Not exported
Is Active	1	Active	1	

Note: If this option is selected during Configuration, classes are synched the first time an operation is performed from the QBI menu.